

VALLEY MEDICAL CENTRE

PATIENT PARTICIPATION GROUP MEETING

Minutes of Meeting dated 4th July 2012 at 6.30pm

Present

Practice Representatives – Dr David Baron, Liz Sedgwick – Practice Manager
Patient Representative – Janet Kszton, Irene Allan, Beryl Downs and Judy Pearson

Apologies Received from – Cliff North, Margaret Derbyshire, Jim Brackenridge, Anne Payne, Chris Milnes, Jenny Mackinder

1. Minutes

The minutes of the meeting dated 18th April 2012 were agreed as a true record. There were no matters arising.

2. Text Messaging

This has been discussed at previous meetings. The computer software now has the ability to text patients to remind them of forthcoming appointments. This should help reduce the number of DNAs. The practice cannot text the patients without their consent. It is also intended that where appropriate patient recalls and information about test results could be sent by text.

3. Local Telephone Number

The practice now has a new local telephone number. The 084 number is the same rate as a local call from a BT landline but with the increasing number of patients using mobile phones there is no control over the tariff. The number works in the same way to provide options and diverts when the surgery is closed. However there is only one line and patients may get the engaged tone when using this number. It will benefit the mobile phone users. The practice is tied into the telephone service provider for seven years.

4. Practice Associations

The practice is to work more closely with neighbouring practices. Our practice is sensibly grouped with Deepcar and Oughtibridge. The idea is that we can share resources for the benefit of patients. There has also been much duplication of work across services such as District nurses and social services and we are hoping to streamline this better. For example someone who has been in hospital may have to have several assessments before they can be discharged. Working together is hoping to reduce duplication and improve the patient experience

5. GP referrals – Stocksbridge Leisure Centre

Dr Baron informed everyone about the new service in Stocksbridge leisure Centre. Patients can now be referred by their GP to the leisure centre for a personalised exercise programme. Each session at the gym costs £3, but the instructor will ensure that individual needs and goals are addressed.

6. Patient Hospital Transport

We had been asked about the use of volunteer drivers at the hospital but this is under the remit of Yorkshire Ambulance Service. With increasing demand on the service and a limited budget, the criteria has been tightened for patients to access hospital transport. It is to ensure that the people with mobility problems who really need the service for access to hospital can have it. Unfortunately there isn't the capacity for friends or family to travel with them.

Liz provided information about the Stocksbridge Flyer which is a marvellous local service for people within the Valley and although it won't take people as far as a hospital appointment it would bring them to the surgery. This service needs to be promoted.

7. Staffing - Apprenticeship

Valley Medical Centre takes part in the apprentice scheme and has had two apprentices. One of our receptionists has retired recently and we have been able to offer the apprentice a permanent position. We are continuing to support the scheme and this week have appointed a new apprentice. They have in house training with an external company providing assessments. The apprenticeship is in reception and administration.

8. NHS Health Checks

The practice is to carry out NHS Health checks. Dr Baron explained that they are for patients aged between 40 and 74 who don't already have certain pre-existing conditions. The health check will include several checks including height, weight, blood pressure and lifestyle advice.

10. Care Quality Commission

All GP practices are to register with the Care Quality Commission by April 2013. Hospitals, Dentist and care homes have to be registered but the GP registration has been delayed as they still define the criteria. This will create another level of bureaucratic work and will include inspections. Areas such as disabled access and cleanliness are all part of the check. The process starts in July 2012.

11. Date and Time of Next Meeting

It was discussed that perhaps a quarterly meeting was the most sensible way forward. The time is to remain the same for people to have a chance to get home from work. The next meeting will be Weds 3rd October 2012 at 6.30pm.