

VALLEY MEDICAL CENTRE

Minutes Of The Patient Participation Group Meeting

8th February 2012 At 6.30pm

Present

Practice Representatives: Dr D Baron, Liz Sedgwick – Practice Manager

Patient Representative: Jim Brackenridge, Ken Clark, Chris Milnes, Irene Allan, Annie Kudangirawa, Anne Payne

Apologies: Margaret Derbyshire, Janet Kszton, Jennifer Mackinder

Introductions And Apologies

Dr Baron thanked everyone for coming. A round of introductions was made as we have two new members and apologies were given as above.

Minutes Of Meeting Dated 7th December 2011

The minutes of the previous meeting were circulated and approved. There were no matters arising not covered by the agenda.

Practice Survey

The practice has held its annual survey over the last couple of weeks. Patients attending the surgery were asked to complete the survey after their appointment. The survey was also available on line for patients to complete and hand in. The practice reviewed over 350 responses. Over 700 forms were handed out and the practice received a 50% return rate.

On the whole the responses were positive and a great improvement on surveys a few years ago. Patients were also able to make any relevant comments. The areas where there were comments made included the telephone system, the toilets for patients, the website and signs for the phlebotomist.

Telephone system - Waiting times for the telephone system were highlighted; however 75% were satisfied, compared with 11% in 2005. The electronic records of the computer system can demonstrate average waiting times which on the day of the meeting averaged 26 seconds during the busiest time which is the first hour. There has also been an issue with cut off points and this is to be investigated.

Toilets - The toilets were listed as an area where improvements could be made for the reasons listed.

Locked - Firstly, these are kept locked to ensure they are not open to vandalism that has happened in the past. A key is available on reception for patients to collect. The practice has had regular incidents of the toilets being blocked by toilet rolls and paper towels being stuffed down. The partners agreed that we should trial leaving the toilet unlocked for a period. It was also agreed that we would install hand driers which would remove the problem of paper towels and lockable toilet roll holders.

The toilets are for the use of our patients and the key system did deter non patients from using them although the key is readily available on the counter to collect.

Lighting - A blue light is in the toilet specifically to deter drug users from using the facilities for this purpose. In the past we have had incidences of bloody needles being abandoned which is a danger to other patients.

Website - Only 27% of patients surveyed had used the website so we need to promote this more as it is beneficial for making appointments and ordering prescriptions.

Phlebotomist - There appears to be confusion over the heading of Phlebotomist and the signage to the room. It has been suggested that Room B on the Jayex board looks too much like Room 8 and causes confusion. Similarly the word Phlebotomist seems to cause a problem with some people. However, the wording has been changed from 'Blood Tests' as there was a complaint from the local Health Forum.

Diabetes UK – Local Group

National Diabetic charity Diabetes UK has a local group in Sheffield that meets regularly and has some well known speakers the monthly meetings. Although the meetings are in the centre of Sheffield they are aimed at patients and look like a very well informed group. The web address is www.sheffield.diabetesukgroup.org. The practice is to look at having a link to this group through the website.

Electronic Discharge letters

Valley Medical Centre has been piloting a scheme for Hospital Discharge letters to be received electronically at the practice. Initially this is with Barnsley Hospital as the volume is smaller for this trial period. This enables the IT departments to identify any potential problems before rolling out the service City wide.

Whooping Cough

The Practice has had an adult with a confirmed diagnosis of Whooping cough. This is very rare and the Public Health body is to carry out a study with a small group of patients who have a similar profile.

Charity Fund

The Practice has a charity fund that has received donations over the past few years. The doctors have agreed to use the funds to purchase two additional 24hr Blood Pressure monitors. The practice has only one machine at the moment and this additional equipment will assist in diagnosis and treatment of Hypertension. The Practice is very grateful that the donations from patients and their families has enabled them to make this purchase.

Stocksbridge and District Sick and Poor Fund Donation

A Pulse Oximeter has been purchased for the practice by the Stocksbridge and District Sick and Poor fund. This is used to measure the amount of oxygen in the blood. This is the second pulse oximeter bought by the fund and the doctors are very grateful to the fund for this additional piece of equipment.

NHS Sheffield and Clinical Commissioning Group

There are many changes happening within the Health Service at the moment and the final outcome has yet to be confirmed. In Sheffield there have been four geographic commissioning groups across the city who operated under the leadership of the Primary Care Trust (PCT). Valley Medical Centre is part of the West group. The Sheffield GPs held a vote and agreed to operate as one Commissioning group to share risk in budget holding and reduce costs of overheads. The group is operating in Shadow form and is being led by Dr T Moorhead. PCTs are to be abolished by April 2013 and In South Yorkshire many of the functions of the former PCTs of Sheffield Barnsley Rotherham and Doncaster are now part of the South Yorkshire Primary Care Agency based at Doncaster. There has to be a 40% saving of expenditure across these areas and there have been many redundancies which has created an air of uncertainty.

The practice is working in collaboration with other practices to look at improving services to patients and making the best use of resources. One area currently being examined is the use of out of hours services and promoting alternatives to A & E.

Any Other Business

Drs Specialities – Jim asked that the doctors specialities be added to the website. Liz to look into this.

Texting reminders for missed appointments

A newspaper article showed how the local hospital are texting reminders to patients about their appointments. The practice has not yet done this as there must be up to date telephone numbers and often patients change telephone providers. There has also been an issue with the Medical Protection society which urges caution before this service is added. The services which use text appointments also have a financial incentive as they are often funded by attendance.

Online Appointments

The practice online system is becoming more popular and there now seems to be less availability. The practice uses the same number of online appointments as before. The survey demonstrates that less than 27% use this facility and it needs to be promoted more. It has not yet been possible to add nurse appointments on line as we have had a long period of sick leave which has hampered development.

Recruitment of new GP

A request had been made previously that a lay person be involved in the interview panel for a new GP. There were different feeling towards this from the partners and Dr Baron suggested that the group propose a positive case for this to be considered further.

Date and Time of Next Meeting

It was agreed that the next meeting will be Wednesday 18th April following the Easter school holidays.