

**Minutes of the Valley Medical Centre
PATIENT PARTICIPATION GROUP MEETING
Held on Wednesday 11th March 2015 at 6.30pm**

Present

Practice representative : Dr David Baron, Liz Sedgwick – Practice Manager
Patient Representative: Chris Milnes, Biz King, Cliff North, Janet Kszton, Margaret Derbyshire, James Fisher, Judy Pearson, Anne Payne, Ken Scott, Pauline Naylor

Welcome and Apologies

Dr Baron thanked everyone for coming. Apologies were received from Jim Brackenridge, Beryl Downs, Barbara Horseman and Margaret Tatchell. Beryl has decided to stand down from the group. She has been a member from the beginning and we are grateful for her contribution.

Minutes of meeting dated 22nd October 2014

The minutes from the previous meeting were reviewed and agreed.
There were no matters arising

New Nursing Staff

The practice is pleased to report that it now has two new permanent nursing staff, Sarah Murray and Dianne Scaman. There are now more nurse appointments available now the practice is back to full staffing.

Friends and Family Test – comments and suggestions

The practice has been gathering information from patients for the Friends and Family test. The surgery left a comments field for patients to make further anonymous comments. Over 200 replies were collected in December, then around 150 in January but only 72 in February. The February comments were circulated and discussed. Suggestions were made for notices for privacy, availability of early online appointments.

Reporting template for Patient Group

For the last couple of years we have used the Practice survey as a basis for the annual report. This year we are using the comments field from the Friends and Family together with the comments from the Patient Group. NHS England have asked practices to complete a report about how it engages with patients and what have been priority areas. Our main priority areas have been the plan for expanding population, preparation for the CQC inspection and appointment availability. This is to be completed and circulated to the group with a signature of a representative.

CQC Inspection Preparation

The practice has been advised that inspections in Sheffield are likely to take place in the first Quarter of April – June 2015. It is likely that practices will have two weeks notice. There are 94 practices in Sheffield and they will be selected at random. Practices who have been inspected in neighbouring areas have had a range of experiences, some where the inspection has taken half a day and some a full day. Both staff and patients are interviewed and there have been instances where they have asked to meet with members of the Patient Group. Dr Baron asked if members

would be willing to meet the inspectors if requested. The practice will keep members informed.

Appointment system – Changes and missed appointments

The changes to the appointment system have been implemented following the in house audit. More appointments are offered in advance which has reduced pressure in the mornings. The text reminder service also seems to be having a positive impact on missed appointments. The numbers of missed appointments over the last 18 months was circulated. The average is now around 150 a month but has been as high as over 200. Alternative ways of encouraging people to attend was suggested.

New Surgery Premises – Plan for population expansion

In December we had the disappointing news that our original plans for a new surgery would not be happening due to the delays we had experienced with the funding application. Subsequently the scheme has had the major supermarket pull out. This has resulted in an opportunity for the Practice to have a different new surgery building on the site. This will enable us to have enough room for additional doctors and patients, in premises which are fit for purpose and are CQC compliant.

The plans for the site and the new surgery were shared with the group. The planning application will be submitted on Friday 13th March 2015.

Any other business

Cliff North informed the group of the success of local girl Prof Hilary Chapman CBE She is one of the leading Chief Nurses in the NHS.

Date and Time of Next Meeting

The next meeting will be on Wednesday 24th June 2015 at 6.30pm