

**Minutes of the Valley Medical Centre Patient Participation Group
Meeting held on Wednesday 18th June 2014 at 6.30pm**

Present:

Practice Representatives: Dr David Baron, Liz Sedgwick - Practice Manager

Patient Representatives: Biz King, Jim Brackenridge, Martin Brelsford, Barbara Horsman, James Fisher, Cliff North, Anne Payne and Pauline Naylor

Apologies: Chris Milnes, Judy Pearson, Margaret Derbyshire, Elaine Smith, Ken Scott and Janet Kszton

Introductions and apologies

Dr Baron welcomed everyone to the meeting, introductions were made and apologies accepted.

Minutes

The minutes of the meeting dated 19th March 2014 were agreed and any matters arising were included on the agenda.

Update on Action Plan

The action plan agreed at the previous meeting following the survey have all been implemented.

An update on the possible relocation of the surgery was discussed and the reasons behind the need to move, particularly the population expansion with new housing. It is heavily reliant on funding being approved and this is currently under negotiation.

New Computers, telephone system, document disposal

The surgery has recently undergone computer upgrading, new telephone system and entered into a new contract for confidential document disposal. For a paper light practice the volume in paper is ever increasing.

Apprentice scheme

The surgery is continuing to support the apprentice scheme and has two new starters at the moment. This is with Learn Direct who provide on line and on site training to NVQ level 2 and level 3 in Business Administration. The previous apprentices have all done well and gone on to find further employment or education. The scheme lasts twelve months.

Website Update

We are currently looking at upgrading the website. It will include health advice on minor ailments and any changes to services offered – for example the availability of the Shingles vaccine. It was suggested that we include a link to other local community groups via www.Stocksbridgecommunity.org or [www. Stocksbridge-council.co.uk](http://www.Stocksbridge-council.co.uk)

Leisure Centre

The dry side of the leisure centre has now reopened and the team are working on accreditation to provide the specific activities related to health. The practice website has a link to the Sports centre web pages so that current activities can be found easily.

Notification of Registered GP

All patients over the age of 75 have to be advised who their registered/named GP is. The practice has informed patients via text messages and information on the repeat prescription. Each patient at Valley Medical Centre has a registered GP but may still see the doctor of their choice and this has not changed.

Complaints – Annual Review

The practice manager presented the annual report on written complaints about the practice. There were 8 and on the whole were communication issues which were resolved in house.

Any other business

A discussion took place about patients access to medical records and those requested by third parties. At present solicitors and insurance companies make requests for copies of the full medical record rather than just relating to the subject being discussed. This is becoming a bureaucratic nightmare and not all patients are aware that the whole of the record is being disclosed. With changes coming where patients can access their own records this should reduce the burden on practices.

Janet sent a message to say how impressed she is with our service. She rang to make an appointment on Monday evening and was given one for Tuesday morning. Her colleague had to wait nearly three weeks for an 8am appointment at her surgery.

Date and Time of Next Meeting

It was agreed that the next meeting will be held on Wednesday 22nd October 2014 at 6.30pm