

Minutes Of The Valley Medical Centre  
**PATIENT PARTICIPATION GROUP MEETING**  
Held on Wednesday 23<sup>rd</sup> September 2015 at 6.30pm

**Present:** Dr David Baron, Liz Sedgwick – Practice Manager

**Patients:** James Fisher, Cliff North, Janet Kszton, Margaret Tatchell, Ken Scott, Chris Milnes, Biz King, Anne Payne.

**Apologies:** Jude Pearson, Pauline Naylor, Jim Brackenridge, Barbara Horsman, Margaret Derbyshire

Everyone was welcomed to the meeting and thanked for coming.

**Minutes of meeting dated 5<sup>th</sup> March 2015**

The minutes of the previous meeting were accepted. It was noted that the meeting in June had been cancelled.

**Matters Arising**

There were no matters arising from the minutes

**Prime Ministers Challenge Fund/Roving GP/Same day appointments**

Dr Baron outlined the ideas behind the pilot scheme currently running in Sheffield aimed at improving access to Primary Care. Our practice already opens lunchtimes and Thursday afternoons but the practice will have access to a GP hub based at the Northern General. Funding for the practice taking part will be used to fund an additional GP for one session a week and additional appointments.

**Dementia Friendly Surgery**

Biz King circulated a pack of information supporting the introduction of a Dementia Friendly surgery. The Stocksbridge Community Group are discussing how the area can improve to help dementia sufferers. There are various initiatives to help including better signage and more consideration in the design and decor of building and examples of where and how this can be implemented.. The group are in favour of pursuing this and someone will come to speak to the Practice about moving this forward.

**Patient Activation Monitoring (PAM)**

Patients are being encouraged to take more control over their health and a current model being piloted in Sheffield is aimed at patients understanding of their illnesses. This was originally directed at the frail elderly but our practice believes it will be more beneficial to use the questionnaire for patients with long term conditions such as diabetes. A new service for patients to encourage healthy living has started at Stocksbridge Library where people can access self help information. This is also for a trial period until March 16 to evaluate the impact it can have on the population but is a good complement to the motivation questionnaire..

**New Surgery Premises**

The move to the new build will not now be happening. NHS England has adopted new guidelines that have a suggested floor area for a Practice population size. The size approved will give us no more additional rooms than we already have. Indeed in terms of service provision we will have less space than now as certain services use our premises and would be unable to do so in the new building. NHS England will only provide space for core existing primary care services. There will be no room for expansion as the homes have not yet been built. More importantly there is capacity at Deepcar surgery, a lift building which has an ongoing cost to the NHS.

**Appointment system – Missed appointments (DNA = Did not attend)**

Following on from other meetings the practice continues to record the number of missed appointments. Over the last seven months these have fluctuated between 135 and 207, giving an

average of 168. The practice offers over 5000 appointments per month so this is an average of 3%.

### **MJOG – Patient recall/reminder service**

At present the clinical system of the practice can generate the text reminder service. This has been funded by the NHS as it is much cheaper to provide the service in bulk. However this service is to be withdrawn. Originally it was from September and now it has been postponed to March 2016. The practice has been looking at alternatives as we believe that our DNA rate has fallen due to the reminder service.

The service we are to trial is a two way texting service. At present 25% of our patients receive text messages as these are the people who have consented to use the service. The first action we will take is to actively text all patients who haven't consented to ask them for their consent. This will be by texting back which will automatically code their records. This system can be used for many areas from recalls to the surgeries, reminders, results and data collection. For example we can use it to invite all patients eligible for the flu vaccination. If they don't want it they can text back and it will record a declined invite and will not ask them again during the current campaign. This could save the surgery time and money used in letters, staff time and phone calls. An update will be given at the next meeting.

### **Future Meetings**

The June 2015 meeting was cancelled as many people were away and the Agenda was light. It was proposed that in future we would have quarterly meetings/updates, with an alternative email discussion and meetings at the surgery. This was agreed as a sensible way forward. The next update will be in December 15 and the formal meeting in the surgery will be March 2016. Minutes will be published on the website.

### **Any other business**

- Dr Baron asked the group about radio/music preferences in the surgery. At present the system is broken and we are using an old radio which cannot access all stations. There was a preference towards Classical music although that also won't be to everyone's taste. When the new system arrives we will trial Classical music.
- Ann Payne raised the concern that staffing resources are so over-stretched in our hospitals that the quality of care is inevitably affected by the quantity available. This could lead to burn-out and result in good staff leaving the service. A discussion followed about the lobbying group 38 Degrees who are asking people to email their MPs about this issue and to question Jeremy Hunt about how he is going to prevent standards dropping in our area.