

Minutes of the PATIENT PARTICIPATION GROUP MEETING
Held at VALLEY MEDICAL CENTRE on Wednesday 25th April 2018 at 6.30pm

Present:

Practice Representative: Dr David Baron, Elizabeth Sedgwick, Practice Manager
Patient Representatives: Jim Brackenridge, Janet Kszton, Cliff North
Margaret Derbyshire and Anne Payne
Apologies: Judy Pearson, Margaret Tatchell, Chris Milnes

Minutes

The Minutes of the meeting dated 4th October 2017 were reviewed and agreed as a true record. There were no matters arising from the minutes

Neighbourhood Working

An update was given about the various new activities starting in the area. Dance to Health has started at Balfour house and is recognised not only as a physical benefit but also assists with memory as steps have to be learnt. This is also being promoted by Valley React who are also hosting a basic first aid course.

The Dementia café has made a great start, helping both patients and their carers. The numbers have dwindled during the bad weather but hopes that this will improve.

Why Weight at Deepcar has delivered several courses but the most recent had poor numbers and needs to be supported to continue locally. All three practices across the Neighbourhood have invested in some electronic weighing scales that calculate BMI which automatically transfers to the medical records by WIFI. There was much hilarity at the description of the over 8ft height when delivered which was impossible to stand up. This is currently being rectified.

A new service has commenced to support patients with addiction. This can be any substance but is aimed at alcohol. This is being delivered locally in the new hall at Christ Church. This is a big bonus to our area as there is nothing locally for people to attend to receive help. The two bus rides to the Sheffield delivered service is too much for most people.

New Hubs for Out of Hours

There are now two additional hubs for patients to attend who have been unable to get a doctors appointment in normal hours. The original four hubs included Crookes S10, The Sloan Practice, Chesterfield Road S8, Woodhouse Surgery S13 and The Heath Centre, Palgrave Road S5. These were used very rarely by our patients due to the geographical locations. The two additional new hubs are Burncross Surgery, Chapeltown S35 and The Flowers Health Centre S5. The provision of a hub at Chapeltown is nearer for our patients who we hope will be able to make use of it. Appointments to see a GP are available between 6-10pm in the evening and 8am -8pm at weekends.

GDPR: General Data Protection Regulations

The new regulations come into force on 25th May 2018. These replace the old 1998 Data Protection Act which needs to be updated due to the advancement of technology. There are specific guidelines for GPs to be available soon. The data relating to medical records has always had stringent controls and remain confidential. Only data needed for the care of the patient is kept. The changes so far relate mainly to administration functions which should be easy to implement ie records to be ready within a calendar month rather than 40 days. The major change is the imposition of hefty penalties for businesses which don't adhere to the rules or deliberately flaunt them.

A further change to be introduced at the same time that has not had as much publicity yet is the National Data Opt-out. This relates to the use and processing of patients data, mainly for research and analytical purposes. This will sit alongside the GDPR and overlaps with areas of consent, privacy, right to object and the ICO code of practice on anonymisation. We are awaiting our instructions on this.

Missed Appointments/ DNA Man

Liz distributed a table of the missed appointments over the last twelve months. These are the numbers relating to all appointments at Valley MC, doctors, nurse and HCA. From the number of appointments attended this relates to an average of 5%.

Patients who continually DNA 'Did Not Attend' are sent letters asking them to cancel in plenty of time so someone else can have their appointment. If they continue to miss appointments they will be asked to find another doctor.

A new scheme has been launched in Sheffield to draw patients attention to the problems we have in surgeries caused by missed appointments. This is the result of a project designed by local pupils in Ecclesfield. The DNA man will soon be arriving at our practice. The practice who initially launched this has experienced positive feedback.

Boots Pharmacy

The new Boots store in Fox Valley has not been permitted a licence to be a dispensary. This may be due to the number of Pharmacies already available in the area. They are looking at introducing a travel clinic for patients which is again good news for our Neighbourhood patients to be able to receive these locally.

A further discussion took place about the problems patients have been experiencing with their prescriptions at the existing chemists.

New Nurses

We are pleased to welcome two new experienced Practice Nurses Julie and Ruth to the Practice Team. Our previous nurses have moved to pastures new and we wish them well. Our team of five are currently offering Health Checks to eligible patients which are being well attended.

Surgery Improvements Update

From the new entrance and building works currently going on it can be seen the work has started. We are working hard with the builders to ensure there is minimum disruption to both the medical centre and the dentist. The work is scheduled to be completed in September and we will then have three new clinical rooms, a renovated waiting room in a more central position to the building and the refurbishment of corridors. Back room staff will all have a purpose built working environment together, rather than the current disjointed process.

Date and Time of Next Meeting - Wednesday 24th October 2018