

VALLEY MEDICAL CENTRE
Minutes Patient Participation Group Meeting
16th January 2013 at 6.30pm

PRESENT

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

Patient Representatives: Chris Milnes, Cliff North and Dennis Haley

Introductions and apologies

Dr Baron thanked the members for coming on such a cold evening. Apologies were received from Jim Brackenridge, Judith Pearson, Jenny Mackinder, Beryl Downs and Janet Kszton.

Minutes of meeting dated 3rd October 2012

The minutes of the meeting held in October were confirmed. There were no matters arising.

Patient Survey – review outcomes from last year

The group discussed the outcomes from the previous year's survey and the actions that had been taken as a result of the comments made by the patients and contributions by the group. It was agreed that the comments field would remain within the survey as the outcome had been beneficial. The most surprising result was the number of patients that did not know about or use the website or the online services. It was agreed to include this again and promote this service more within the surgery.

It had been agreed at an earlier meeting that the survey would include questions about patients use of the A&E department when the practice is closed and to promote the availability of alternatives. The format and content of the questions were also agreed. Approximately 700 were distributed last year and the same number will be again. It was suggested that the survey be made available on line so the patients could complete this and forward it electronically. This was agreed.

GP Associations

The practice has met with the other GP association members of Oughtibridge and Deepcar. The whole team has an involvement with this and includes District nursing and social services. Many of the problems are around duplication of work and communication which we are endeavouring to improve. The Association has successfully applied for funding for a Community Support worker who will be starting in the practice soon.

Community Support Worker

The Community Support worker has been appointed to work with the three practices. She will be based at Valley Medical Centre but also have office space at the other surgeries. The idea is that people who need help that is not necessarily a medical problem can have some assistance before the situation becomes a need. The service is aimed initially at the elderly. This has been piloted in another area of the City and includes benefits such as

- Finding out about and supporting people to join social activities in the area
- Help in and around the home

- Temporary help if someone is unwell
- Support for carers
- Help to plan for time of bad weather
- Transport
- Getting long term support in place.

Stocksbridge already has a Community carers group and this post will create a link between the services of both Health and Social care.

111

In March a new service will be launched for when the surgery is closed. This will replace the old NHS Direct. When the surgery is closed the answerphone will include a message that says please hang up and dial 111. This will be a free call and is for none life threatening medical problems. A team of call handlers will triage the call and escalate it to the appropriate medical team.

This is a change from the existing service where the surgery number is dialled and the call diverted to the out of hours team.

Outpatient Follow up

Practices have been asked to review the outpatient appointments in certain specialities which could be managed in Primary Care. For example a patient may have an annual review but no action is taken unless there has been a change. The GP could review the patient and return the patient to hospital if required.

Staff retirement

Our Health Care Assistant Anne Kaye is retiring in February after many years. The practice has a remaining team of four who will be covering these clinics after a reorganisation. We wish Anne all the best in her retirement.

Patient Complaints

Each year the practice completes a return to NHS Sheffield detailing any complaints received. These have to be categorised into specific areas such as clinical and administrative. In the year 2011/2012 the practice had 12 complaints, 9 written and 3 verbal. 11 were dealt with in house. Complaints included appointment availability, the telephone system, prescription requests, hospital discharges and the childrens play area. Action has been taken in all these areas. In the current year we have 14 complaints.

Stocksbridge Sports Centre

The local sports centre is under threat of closure. It has been said that the staff have been given their redundancy notices for the end of March 2013. This would be a massive loss to the community as this is a valuable resource for the health and wellbeing of the people. The practice refers patients with long term conditions to specialist therapists at the centre. The benefit of exercise is well documented. The doctors have written expressing their opposition and concerns about the loss of such an amenity. The practice has a petition for patients to sign and will be putting an electronic link on the website to encourage patients to object.

Date and Time of Next Meeting Weds 17th April at 6.30pm