

Chilwell Valley and Meadows Surgeries
Patient Participation Group Meeting
Minutes
Monday 6th July 2015

1. Attendees

Patients: Glen Swanwick (Chair), Norma Carless, Nick Shelley, Sheila North, Alison Harvey, Rosemary Bellamy, Malcolm Pattman.

Practice Representatives: Dr Dick Churchill, Linda Allum

Apologies: Mike Lewis, Christine Batham

2. Minutes of last meeting held on 11.5.15 were approved.

3. Matters arising from minutes – There is now a carers champion for each surgery, Lynne Baxter at The Valley and Steph Flint at Chilwell Meadows.

4. Tram Update – Linda reported that trams are now being tested on the line beside The Valley and the noise so far is acceptable with the glazing that has been installed to the consulting rooms. We are still waiting for the car park to be finished and resurfaced and this will be done over a weekend to minimize disruption to patients.

5. Surgery Update – Linda reported on recent happenings in the surgeries.

A new receptionist, Julia, started work at Chilwell Meadows last week and Caroline started at The Valley in May as an admin assistant.

Drs Perry and Peachey who are our current registrars will be moving on to their next placements at the beginning of August and will be replaced by Drs Patel and Shaw who will be with us for one year. Dr Jon Sherwood joined the practice in May to replace Dr Risley who unfortunately had to leave us as she moved to a different area.

6. Feedback from Nottingham West CCG PRG meeting – Glen and Ali gave feedback from the last meeting. There was some deaf awareness training, and information on Pegasus, which is a system to assist people with disabilities when they call the emergency services. Dr Churchill will request more information on this.

The results of the CCG patient survey were discussed. Our surgeries came out pretty well, but some areas where we were particularly good or not so good will be looked at to find the reasons behind this. Copies of the results were given to the group to study for comments.

The mystery shopper system for testing our access times was discussed. Results show that although we are not always able to meet the targets, we are showing an improvement each quarter so far.

7. Dementia Project – Mike Lewis has investigated venues and Glen read out an e-mail report from him. Dates and timings were discussed and it was agreed that an afternoon between 2 and 4pm would be the best time. No dates were discussed at this point but the group thought that September or October would be possible. Glen and Ali will ask the Eastwood practice who recently did a similar event for details of what they did to inform the group.

8. A&E attendances – Glen reported that A&E attendances were increased during the recent warm weather and one of the main causes appeared to be a lack of hydration in the elderly.

9. Any Other Business – Dr Churchill presented a review of the complaints received by the practice in 2014. There were 11 in total and these had been discussed by the practice anonymously at a meeting earlier this year.

Linda outlined a problem with our extended hours contract whereby the CCG are saying that our Saturday clinics should be routine appointments whereas we are using them for coil fitting appointments for ladies who work or who have childcare issues and can only attend on Saturdays. The group was strongly supportive on this use of appointment time and considered that this was appropriate for extended hours in the circumstances.

Dr Churchill asked the groups advice and opinions on the use text and e-mail communication rather than letter for reminders for blood tests etc. The group thought that this was a good way of communicating this and the majority of members had mobile phones and used them regularly to send and receive text messages.

Date of next meetings

7th September 2015
2nd November 2015
4th January 2016
7th March 2016 AGM

Minutes LA 7.7.15