

**Darley Dale Medical Centre
Patient Participation Group (PPG) Meeting**

Date:	3.7.24		
Chair:	Dr D. Fitzsimons – GP Partner		
Note Taker:	Luke Briggs – Senior Administrator		
Attendees:	AB, AN, AW, BW, CA, CM, CB, DH, DM, DP, DC, EF, ES, GS, GG, IB, JM, JC, JT, MW, PS, PT, PL, RS, SB, SP, SW, VR, VD,		
Apologies:	JL, CK, CD, GF, HF, IS, JC, JB, MB, MF, TS No contact from: AG, CG, HF, JM, JA, JA, JY, JC, KY, LK, MB, MB, PM, PT, PL, RB, RB, SB, SG, SH, SM, ST, SC, SR, TF		
Agenda Item	Discussion/Minutes	Time Allowance (mins.)	Actions (Details & Owner)
Dr Fitzsimons Welcome/ Introduction	<ul style="list-style-type: none"> - Welcome - New Members - Introduction of Luke Briggs as Note taker. - Luke will be covering Carrie's Maternity leave for the next 14 months. 	5	Action: N/A
Dr Fitzsimons Review of PPG Terms of reference	<ul style="list-style-type: none"> - Terms of reference to be followed by all members of the PPG. 	5	Action: N/A
Dr Fitzsimons Review of Patient Chair	<ul style="list-style-type: none"> - Would anyone like to be a patient chair? - Can be a fluid role – can be discussed. - JM (previously proposed patient chair) would like to propose Dr Fitzsimons for patient chair. - CM and JS proposed selves for patient chair. - Discussed responsibilities of patient chair such as being a point of contact for information to be shared from and to the PPG and to put forward ideas for the agenda and group suggestions. - This role may also develop as time goes on. - A possible action is for everyone in the PPG to consent to sharing their email to better discuss matters within the group. 	5	Action: N/A Owner: N/A Deadline: N/A Completed: N/A
Dr Fitzsimons Review of previous meeting minutes – 6.3.24	<ul style="list-style-type: none"> - Incorrect wording in the previous meetings notes pertaining to the Matlock hospital League of Friends. Now changed as requested by BW. <p>SystemOne:</p> <ul style="list-style-type: none"> - AB suggestion to make the website more accessible when using SystemOne, by adding logo images along with the hyperlinks for patients to log in. - Felt that SystemOne was not mobile view friendly which we cannot alter, but we can provide the feedback to SystemOne for them to review. - Clare explained that SystemOne is the main programme for all of Derbyshire healthcare 	5	Action: to amend old notes. Owner: Luke Deadline: Minutes sending out Completed: Yes

	<p>and that we are limited by what system we can use. However, patients can choose to use the NHS app or SystmOne as the app links into SystmOne itself.</p> <ul style="list-style-type: none"> - Explained that SystmOne is very beneficial as it allows patient care to carry across to multiple organisations. - Some people struggle to log in to their system, a suggestion of a video to show people how to do that would be helpful. <p>Practice communication methods:</p> <ul style="list-style-type: none"> - The practice is trying to lower costs; £14000 was saved this year by no longer sending reminder letters, utilising digital technology instead. - Email addresses/mobile numbers: it is the patient's responsibility to update their contact details with the practice. - Some patients unaware of the extended clinic times we offer. - AB suggested to send texts out to patients when there is an extended clinic along with when closed. - When the extended clinic first started it was discussed within the PPG and a campaign was done externally on boards as well as around the surgery and on Facebook to inform patients. - Dr Fitzsimons proposed that the meetings remain on a Wednesday at 4pm to 5pm. - Dr Fitzsimons has requested that more items on the agenda are brought forward by the PPG to discuss in the meetings. - A new care home has now opened and has not been allocated to our practice. <p>Appointments:</p> <ul style="list-style-type: none"> - The average time for a routine appointment in Primary Care in the UK is 19 days and 9.7% of people waited >22 days. - Annual feedback for the practice shows that we have good access to appointments due to the amount of 'on the day' appointments and the access to the 'duty doctor' for anything urgent. - Routine matters may have to wait and take even longer if a specific GP is requested. - Our availability for routine appointments is higher than the national average and in Derbyshire. - Dr Fitzsimons prides herself on the access we provide, which was supported by the PPG. - Query about whether the surgery uses KPIs. - Our appt system is scrutinised by outside agencies and appointments can only be used for specific reasons that we don't have control 	<p>Action: Update the Credas Medical website with a guide. Owner: Luke Deadline: next meeting Completed: Yes.</p> <p>Action: Use the text system to advertise extended clinics Owner: Patient services manager Deadline: Completed:</p> <p>Action: Agenda items from the PPG. Owner: PPG Deadline: Prior to the next meeting. Completed:</p>
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	<p>over. E.g. 111 slots, pre-bookable slots, on-the-day slots</p> <ul style="list-style-type: none"> - This data can be accessed through GPAD. - Clare explained that the data is not always an accurate record of activity due to use of systems such as AccuRx (used for our last flu campaign), this did not show up on the GPAD data despite the amount of work that had gone into it. - We are currently working with the Integrated Care Board to show what is done as it doesn't always represent statistics accurately. - Discussed our additional in-house services such as MSK practitioners, Pharmacists and mental health professionals. - Practice population has gone up by ~1000 patients in the past year, a good contribution to this is the new housing development built next to the practice. - To combat this, we have added two new GPs and expanded the nursing team. - High number of DNAs: the practice does send out DNA letters to patients that don't attend 3 times in a row. - GP appointments have been moved from 10 to 15 minutes. - Pharmacy First: a new service where patients can go to their pharmacy for minor illness. This information is on the NHS England website. <p>There were no further comments on the minutes.</p>		
<p>Dr Fitzsimons/Luke Update from CREDAS</p>	<p>Staff updates:</p> <ul style="list-style-type: none"> - Dr L Joynes has got married and her name has changed to Dr L Wainwright. - Dr Oakley is the Clinical director of the PCN, this regularly takes him out of the practice which has been backfilled by other doctors. - Primary Care Network provides important support to GP surgeries such as mental health practitioners, MSK, pharmacists and a visiting service due to the increasing number of visits needed for patients. - Informed we are a training practice with 1 Doctor recently qualifying as a GP. - The practice has a good training reputation and has never failed to train a GP. - Two of our trained GPs are now permanent salaried doctors. - One of our long-term receptionists is now retiring due to becoming a grandmother. 	<p>10</p>	

	<p>Funding:</p> <ul style="list-style-type: none"> - GP practices are only paid 30p per patient per day. - 1300 GP practice businesses have collapsed due to poor funding and almost 3 million patients have seen their GP practice close or merge in the past five years. - £16 million has been cut from Primary Care funding and the partners have taken a significant personal pay cut to support the business. - Money made in the dispensary service at Youlgreave & Winster sites is subject to a government 'claw back' which Pharmacies are not subject to, again eroding the financial viability of General Practice. - Costs for running the building have gone up. - The practice is trying to provide a high service with very chronically reduced funding. - Government money is given to our PCN and we have strict guidance as to how it can be spent. ARRS, these are additional roles such paramedics, pharmacists, mental health practitioners and MSK practitioners who do jobs that would otherwise fall to GPs. These roles have been introduced to support the dwindling numbers of GPs and are less expensive than a doctor. They are a good support, but staff have to be trained/supported/debriefed by the Practice's Doctors with no extra funding given for the GP time required to do this and also taking the Doctor away from Patients. The Doctors often review patients in their own time to support this. 		<p>Action: To supply information for the PPG to spread awareness/campaign Owner: Luke/PPG Deadline: Completed:</p>
<p>Dr Fitzsimons/Luke Future of PPG</p>	<ul style="list-style-type: none"> - Action plan last meeting to recruit new members. DONE - Carrie to create advert for Winster and Youlgrave village newsletters. DONE - Carrie to run a social media and text campaign. DONE - Posters to be displayed in surgery waiting rooms. DONE - Carrie to send posters to PPG members to display in their local area. DONE - Any further ideas how to boost membership? 	<p>10</p>	<p>Action: Recruitment of new members Owner: All Deadline: Next meeting date Completed: Yes</p>
<p>Dr Fitzsimons A.O.B</p>	<ul style="list-style-type: none"> - Dr Fitzsimons suggested that we invite the PCN lead Rick Gouch to attend a PPG meeting to inform the group about the PCN and to answer any questions. This was supported by the PPG. 	<p>10</p>	<p>Action: To contact PCN lead Owner: Clare Deadline: Completed:</p>

	<p>Prescriptions:</p> <ul style="list-style-type: none"> - Dr Fitzsimons informed that the practice cannot issue more than one month of a prescription at a time due to the wastage of medication and safety concerns. - If patients are wanting more than one month in advance, then they can go on to repeat dispensing which is something their chemist can discuss with them. - Informed the PPG that Peak Pharmacy next door is not part of our organisation and due to their level of business they are often slow. - Clare has spoken to the Superintendent of Peak Pharmacy about their phone lines never being answered and that people cannot call them regarding a prescription. - CM agreed that the problem lies with that pharmacy and since changing pharmacies her experience has been a lot better. - The practice is waiting to hear back from the area manager of Peak Pharmacy to better discuss the problem. - Clare stated that Peak Pharmacy now have a new Area Manager and prescriptions are being dispensed from Chesterfield which now adds to the delay of patients retrieving their medication. - Clare explained that despite it affecting our reputation, it is not our business, and we cannot intervene that much. - AN brought up a few previous issues surrounding a Lasting Power of Attorney digital code that our staff were not aware of. Clare informed that it was a new process, and we weren't advised on it so were unaware it existed. Thanked AN for update. <p>Next meeting date 16th October</p>		<p>Action: Contact any Peak Pharmacy related issues to chesterfield Superintendent. Owner: PPG Deadline: N/A Completed: N/A</p> <p>Action: Contact Peak Pharmacy Area Manager to invite to a PPG meeting Owner: Clare Deadline: Completed:</p> <p>Action: Inform/Train staff on LPA code system Owner: Patient Services Manager Deadline: Next meeting Completed: Yes.</p>
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