

BLUE DYKES PATIENT PARTICIPATION GROUP

Meeting minutes

Date: 13th October 2011

Opening: .Mr. J. Kirby took the chair.

Dr. E. Cunliffe and Mr. H. Johnson were welcomed to the meeting.

Dr Shell : Dr Shell has made public her on-going illness. Julie sent a message of support on behalf of the Group.

Present: R. Butler, R. Greenwood, J. Kirby, H. Mallender, D. Needham, J. Slater, R. Unwin, H. Johnson, J. Poet, J. Strong, Dr E. Cunliffe

Apologies: J. Ainsworth, A. Wallace, K. Slack, J. Wilson.

- 1. Approval of Minutes:** Note: Mr. D. Needham was present at the September meeting. September's minutes were then accepted as a true record.
- 2. Matters Arising: Banking arrangements.** Helen read a statement on behalf of Verity explaining what has occurred between herself the Derbyshire B.S. and Mr. Needham. She apologised if she had caused Mr. Needham any offence as this was not intended. Mr. Needham accepted the apology The banking arrangements are now satisfactory. The Group accepted the statement and this matter is now closed.

Flu Day: Mr. Greenwood was disappointed that notices were not displayed in the surgery advertising the Group's presence at the Flu Day. Helen will rectify this in time for the next Flu Day. Jenny offered to make notices if required.

3: New Business :

- a) **A.G.M.** Helen proposed that the Group hold an A.G.M. This was agreed and a date set for 22nd. March 2012. Note: The last A.G.M. was April 2009. One was planned for April 2010 but not held because of low turn-out and postponed until May. This meeting also did not take place due to lack of members present.
- b) **New Appointment System up-date:** The system has been generally welcomed and is working well. Roy offered to continue with a patient survey on the system. Mr Howard said that some patients had complained because they could not see a specific doctor on a given day. It was felt this is due to weight of patient numbers and not a failing of the system. DNAs continue to rise and further action will be taken by Helen to address this matter.
- c) **Flu Day Report:** Mr. Kirby reported that the Group took £120.75 at the event and gave this to the Treasurer. Books sold well, but clothes sales were disappointing, maybe due to the warm weather. The Newsletter proved popular and 75 were distributed. Notices saying who we are would prove useful. Thanks to the members who volunteered their time especially Roy and Peter. The next event is to be held on 21st. October. The Group discussed what to do with the remaining stock after this date as it could not be stored. Giving any surplus clothes to a charity was thought a good idea and Dennis suggested British Heart Foundation. Peter has their number and would look into it.
- d) **Foreign Travel Advice Process:** Mr. Kirby presented a description of the steps a patient needs to take to obtain travel advice, vaccinations and malarial prophylaxis tablets. This involves a minimum of 4 visits to the surgery and you will need to see a nurse and a doctor. Mr. Kirby suggested improving the system by making it nurse-led and with the initial questionnaire available on-line. Verity said the surgery would consider this idea.
- e) **111 Telephone number:** Verity reported on a new telephone number that will become active from 25th. October. This is 111 and is intended for out-of-hours non-life threatening emergencies instead of 999. The system will be operated by Derbyshire Health United. Jean thought it may cause problems as it is close to 112 on mobile phones. 112 is a European-wide emergency number.
- f) **Development:** Verity described possible development plans for the surgery which the Group approved. At present, it is in the early stages and details are confidential.
- g) **Abuse of the Car Park:** Mr. Kirby reported he had seen taxis using the surgery car park as a short-cut, due to a bollard missing. This is potentially dangerous for patients and their cars. The surgery is aware of this and is in discussion with local authorities to get it stopped.
- h) **Consortium meeting:** Some Group members attended a Patient Reference Group meeting at The Shoulder of Mutton on 8th. September organised by Hardwick Health Clinical Commissioning Group. This Group is the one that includes Blue Dykes. Wendy Sunny, the Chief Operating Officer of Hardwick, gave a talk to our Group recently. Speakers explained progress and seem to be listening to patients' concerns.

- i) **A.O.B.** Roy asked for volunteers for the Flu Day, more books, newsletters to distribute and badges. Helen has the badges. Julie then showed some notices she had produced which seem ideal. Roy, Peter and John will be present all day and other members will be welcomed when they can spare the time. (Jean, Julie and Jenny volunteered).

Minutes compiled by J.Kirby.

Next meeting: Thursday 17th. November at 7.30pm