

**MOSS VALLEY MEDICAL PRACTICE PPG**

**Date: 20th February 2018**

**Venue: Moss Valley Medical Practice, Gosber Road, Eckington, S21 4BZ**

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| **Present:**Tony Cross (Chair)John Hutchinson (Minutes)Mick DownHazel HollingsworthAnne HumphriesDavid HumphriesJeremy KenyonMary MilnerGordon WestellDr Louise Moss (Partner, MVMP) – until after item 4Stuart Tilley (Business Manager, TVMP)**Also Attending:**Glyn Jones (GVMP) | **Apologies:**Cherie DownHelen LaneMike SimmsSybil RyallsWendy Jones (GVMP) |

**1/ Chairman’s welcome and apologies**

The Chair welcomed all present and announced apologies received.

**2/ Minutes of the last meeting**

Minutes of the PPG meeting held on 14th November 2017 were accepted as a true record.

**3/ Matters Arising**

a/ Possible community event in Eckington
Mick Down had attended a community event held in Dronfield last November and organized by Dronfield Together, which was to be repeated in October 2018. He reported that the last event had been very well supported, and that in excess of 30 services and 16 clubs had been in attendance, providing advice/assistance to local residents in need of support. He said that he would support any initiative to hold a similar event in Eckington. Attendance at the event in Dronfield had been principally by invitation of referred individuals.

Tony reported that he and Shelley Hinson had attended an initial, exploratory meeting in Clay Cross on 14 February, to discuss the possibility of a similar event being held in Eckington later in the year. That meeting had been called by Zuzzana Forster, NHS Adult Care, and had been attended by a total of nine people, including representatives of NHS Adult Care (including Mr Richard Townsend, NHS Adult Care, Eckington), Rykneld Homes and NHS Public Health. It had been agreed that a further meeting would be held, on 12th April, to consider the matter further. Dr. Butler (MVMP) was to be approached, with a view to the meeting being held at MVMP. The PPG did not intend to be directly involved in organizing such an event, but it was agreed that it would be interested in supporting it and participating in it.

b/ Dementia Information Leaflet
Helen Lane had apologised that she had been unable to complete the draft leaflet. She had submitted a request via the Chairman, that all possible assistance that PPG members could provide, by way of information as to contact details of relevant local organizations/associations which could offer help to people with dementia and their carers, be communicated to her, for inclusion in the publication. It was agreed that Julie Walker (Care Co-ordinator, MVMP), Jacqui Willis (NDVA) and Sam Robinson (CCG) should be contacted, to see if they could also help.

c/ DNAs
Stuart reported that the Practice had implemented the changes discussed at the last meeting, but asked that further discussion be deferred to the next meeting, to allow more time for any resultant impact to be assessed.

Glyn referred to the notice being displayed in MVMP waiting areas, drawing patients’ attention to the high number of DNAs regularly being experienced by MVMP, and the possible effect on waiting times for appointments. In response to Glyn’s request, Stuart agreed to arrange for a similar notice to be posted at GVMP.

d/ Practice Opening Hours
Stuart reported that he had arranged for the Practice to open its door to the public, 5 minutes before the first appointment time (8am). He expressed his intention to check how that arrangement had been working, as duties of staff were likely to have prevented the Reception desk from being manned prior to 8am. The self-check-in facility would have been available, but patients of MVMP had been using the facility to a lesser extent than would have been preferred. More work was to be done to direct patients to use the facility, in the interest of efficiency.

e/ Proposed Practice Charter
John Hutchinson agreed to join with Glyn Jones, in meeting with Dr Handscombe, to draft a patient charter outlining the respective rights and obligations of the Practice and its patients.

**4/ Practice Update**

Stuart had circulated “The Valleys’ Practice Update – February 2018”, with the agenda. He added that, since its issue, Dr. Woods (a salaried doctor) had announced that she would be retiring with effect from the end of March 2018.

Admin staff had been attending Active Signposting training during February and March 2018. The training was designed to improve staff members’ “customer service skills”, to better equip them to engage with patients requesting appointments with doctors, when perhaps other care options would be more appropriate. Stuart reported that the Practice’s current telephone greeting to callers was to be replaced by a message to be recorded by a doctor, which would express the Practice’s desire that patients should be open to consider suggestions offered by receptionists.

The Derbyshire Self-Care Policy was being implemented by staff within the Practice, to encourage patients to take appropriate actions to manage their own self-limiting conditions. Additionally, the policy required all prescribers to cease issuing prescriptions for medicines and products that could be bought ‘over the counter’, to treat short-term, self-limiting conditions. It was necessary that all patients should be made aware of the new initiatives, both of which were being promoted to improve NHS finances. What action MVPPG might take, to that end, was discussed. Stuart reported that details were stated on The Valleys website. It was suggested that patients with whom the Practice was in contact via mobile telephones, be notified ‘by text’, of the relevant link to the website, and Stuart agreed to consider the suggestion. In addition, he proposed to approach North Derbyshire CCG to enquire whether it would issue relevant guidance to promote the CCG-wide Policy.

The Practice was to change its policy whereby it reserved some appointments for same-day booking. As a result, more appointments would be available for advance booking, up to 4 weeks in advance. Nevertheless, all patients making requests for urgent same-day appointments would be offered a telephone call-back by a GP, thereby ensuring that each urgent problem would be triaged by a doctor, to the most appropriate care option, which might be: a routine appointment, direction to another provider, telephone advice, or an appointment at the Practice, with the most appropriate clinician. The number of pre-bookable routine telephone appointment opportunities would also be increased.

**5/ MVPPG – The future?**

Tony reported that no members had yet put themselves forward to undertake the roles of Chair or Secretary. John Hutchinson had been taking minutes and had agreed to continue doing so, but his job caused him to be away from time to time. Should he not be present, MVPPG would rely on other members to take notes and produce minutes.

At the last meeting, Tony had asked *all* members to consider what the PPG might do to improve its links with the wider patient population, for the benefit of patients and the Practice, and he invited suggestions from those present, as to how the PPG might better fulfil that fundamental objective. He acknowledged that, perhaps, many patients were fortunate enough not to have to use the services of MVMP and, it was suggested, perhaps many were interested in the Practice’s performance only when they required attention. Nevertheless, it was clear that lengthy waiting times for appointments was a subject of general concern and had been often discussed by the PPG. Mick Down proposed and it was agreed that a communications sub-committee be formed to devise a PPG communication strategy. Glyn, John and Jeremy put themselves forward, to join Mick on that committee, to consider the matter, with a view to them reporting their progress to the next meeting.

**6/ Any other business**

a/ PPG Network Group (Dronfield/Eckington/Killamarsh)
The last meeting had taken place on 18th January 2018, at the Oakhill Medical Practice, Dronfield. Tony reported that three of the six attendees at the meeting (excluding the CCG representative), were representatives of The Valleys MPPPGs (Glyn, Shelley and himself). The meeting had received a presentation given by Louise Swain (Head of Patient Experience, NDCCG), on the Hospital Services Review being undertaken. The aim of the review was to help shape certain hospital services in South Yorkshire, Bassetlaw and Chesterfield. The following services were being reviewed: Urgent and emergency care; Maternity services; Hospital services for acutely unwell children; Gastroenterology services, including investigations (endoscopy); and Stroke care (early supported discharge and rehabilitation).

Tony reported that it had been brought to his attention that a public meeting on the subject - to bring together health care professionals, patients and the public from the three areas – was to take place at The Source, near Meadowhall Centre, on 8th March 2018, 9.30am – 3pm. Prior booking essential. Details were contained in an announcement document, which Stuart agreed to communicate to members.

It was understood that the next meeting would take place on April 26th, but the venue was still to be confirmed.

b/ Place-based Care Steering Group

The last meeting had taken place on 25th January 2018. Planned future meeting dates were: 29th March, 24th May, 26th July, 27th September and 22nd November 2018. It was intended that all those meetings would be held at GVMP, 9.30am – 12 noon.

**7/ Date of next meeting of MVPPG**

Thursday 12th April 2018, from 6.30 pm, to be held at GVMP. The meeting would be a joint meeting of GVPPG and MVPPG.