

April 2016 News report

The Castle Street Medical Centre PPG held their monthly meeting on Monday 18th April with 12 members present and 3 apologies. We welcomed Josephine Reynolds from DCHS, and **Elaine Johnstone and Dianne Radmore from the Bolsover Breath Easy Group.**

Elaine and Dian

ne informed the PPG how cold weather can have a detrimental effect on people with breathing difficulties. The group is mainly made up with people who smoke and who have tried unsuccessfully to stop but who still want to keep trying. Their meetings, in the afternoon of the 2nd Wednesday of each month, are held at the Bainbridge Hall in New Bolsover. Elaine told us how they try to make the meetings fun but also informative and explained how it can become scary in winter when you can't get your breath. The promotional event held in March resulted in them gaining 21 new members, a great result.

The chair gave his monthly report outlining the content of meetings he had attended and informed the PPG of issues that did not have a 'Confidential' tag on them. There is still a HIGH DEMAND on 999 and 111 services. He discussed with the group the problems associated with finding the right Care Home for our relatives. There is a leaflet available called '**First Impressions**', which guides you through the procedure when choosing a care home. Guy Freeland gave a report on the latest HCCG Network Meeting, where Clive Newman from HCCG gave an update on the 21c project. Clive also informed us of the latest news about the installation of the TV screens for our waiting rooms. The position is that there are to be 'site surveys' carried out at each practice prior to the screens being installed.

In the Annual Report, it was noted that only THREE practice PPGs had a 100% attendance at meetings, CASTLE STREET PPG being one of them.

Karen gave us a Practice Update and informed us that Dr Marie Backhouse has returned to the practice to complete her final year of training and will be with us until April 2017. The addition of Dr Backhouse will give us increased appointment capacity. We will soon also be adding Dr Benjamin Wong to the team on a part time basis. As from May we will be offering a percentage of APPOINTMENTS bookable ON LINE. The appointments will be available to be booked from 8.00am, but we must remind our patients that they are required to set up their own **PASSWORD** to enable them to gain access to the online service. This can be done in person at reception where you will be asked for an identity document such as a passport (photo obviously crucial), you will then be given your password. This password can be changed online by the patient to one that is more memorable. Likewise, patients can now access their **Coded medical record**, but again they will require a password obtained in the same manner as described previously. The Gp will grant permission before the record can be made available online.

We are pleased to report that Gemma is back with us on reception after taking her maternity leave. We pass on our best wishes to Gemma and her family.

DCHS have now taken over responsibility for the fabric of the surgery building. HCCG have been informed that the changes will not affect our clinical capacity or GP services, they will all still be in place. This change will hopefully take some of the pressure away from Karen our Practice Manager.

The next **Carers Group Meeting** is pencilled in for Thursday 19th May, where there will be a talk from Rachael Elliot from Derbyshire Social Services. It is hoped to have someone to explain the pitfalls and legality of people obtaining the Power of Attorney for a family member attend the June meeting. They may also be able to answer questions relating to the legality of WILLS and how to make one out. On the subject of Wills, there is a very interesting article (advert) in the Derbyshire Times dated Thursday 21 st April, which tries to answer some of the questions people may ask. Following on from that article, I have obtained

a copy of the **Guide to Protecting a Family Inheritance from Care Home Fees and other Predatory third parties**. It is hoped to have a copy of this for our patients to read in the waiting room soon.

One of our members Mr Geoffrey Henry will be attending the upcoming **Safe and Sound Carers Support Pilot Group**. Lisa Brightmore from DCHSFT popped in the surgery for a visit and guided tour. Lisa was impressed with what she saw, and I explained to her how the PPG members had helped the practice to achieve its goals to make patient experience better. During her visit we were both invited to participate in the '**Daily Huddle**'. This is a staff get together to look at the daily performance of the practice. For example, they will discuss how many patients had been seen, were there any issues relating to appointments, DNA (did not attend), have all prescriptions been processed, have any patients been taken to or released from Hospital and many other health and performance issues. Our staff have adopted this 15min get together because it helps them to see how the practice is performing.

Grant Stothard chair of CSMC PPG