

Patient Participation Group

4th April 2019

Attendees: Tracey Logan, Christine Coffey, Rob Coffey, John Harshaw, Julie Lloyd, Rebecca Liszka (Deputy Practice Manager), Rachael Carter (Practice Manager) and Sarah Goodwin (Patient Involvement Officer DCHS)

Apologies from: Chris Wildsmith, Anne Aston, Mick Leaney & Geoff Henry

Tracey: Any matters arising from last month, the group had no issues to bring forward from the previous month.

Rachael reported that we now have funding for a new Clinical Admin position. She also informed the group that Ruth Morley has been appointed as a new receptionist. Also that Rachael Williams

has now been hired as Practice Coordinator responsible for streamlining practices, processes and policies across all practices in the group. She will also look at enhancing efficiencies with things like call-backs, looking at patients being called back in only when necessary, rather than for example what the system may have flagged up some years prior.

Becky then informed the group of the changes to days worked by our GP's, these are as follows:

Dr Carberry - Mondays Thursdays Fridays

Dr Kerry - Mondays Tuesdays Thursdays

Dr Jayaswal - Mondays Tuesdays Wednesday

Dr Oakley will return in October

John then told the group that he had in fact been involved in the PPG at Castle Street for around 6 years and had seen many changes in that time. He also took the opportunity to remind us of the Freedom Project and its valuable work. Tracey then expressed her gratitude for all his hard work and again emphasised his importance within the group regarding his local knowledge and knowledge in general of local projects ranging from Cancer befriending schemes, to school projects and voluntary organisations in the area.

It was suggested that this month's PPG board be around medicines and prescription which was agreed by all present. It was noted by members that in order for patients to get the best from the information given on the board there should be a corresponding leaflets stand. Becky confirmed that the PPG board would be moved to the opposite wall from where the existing leaflets stand can be seen and accessed.

Rachael informed the group that the new Medicines Order Line was working well and was already making huge savings for the NHS.

The issue was raised of Pharmacies asking patients to request weekly blister packs for medication because they earned more money by doing this.

Christine Coffey then told the group of her recent experience of a courier going all the way to Sheffield to collect a single inhaler even though she could easily have collected it on one of her many trips to Sheffield hospitals.

Everyone present agreed that there have been almost too many ways to order prescriptions and that the new system of either using the new Medicine Line or electronically by logging into Castle Street system, should make things much clearer, easier and reduce waste by not relying on automatic repeat prescriptions.

Becky informed the group that there are currently problems getting Depot injections and that both Pregablin and Gabapentin were now control drugs, and that they can be ordered online.

Christine then asked if anything further had been done regarding starting up a virtual PPG, which she is keen to get started in order to reach those that are unable to come to meetings for various reasons, like for instance carers. Confidentiality issues around having a virtual group were discussed. Christine then gave the group information on how we can ensure patient confidentiality isn't breached along with examples of existing virtual groups that are up and running in other areas.

It was then suggested by John that we consider contacting both the Derbyshire Times and Chesterfield 1st, with a view to taking out some space in these to reach those who do not have internet access. Also that it might be worth contacting Health & Wellbeing.

Tracey then asked for opinions/feedback on the possibility of starting up a 'Buddy System (Peer to Peer Listening) which was generally received well. Sarah Goodwin said that DCHS would be able to fund DBS checks, photo ID cards and safeguarding courses as well as anti-discrimination, tolerance and respect etc courses. Both Christine and Tracey had previously expressed interest in this and both John and Julie expressed interest at the meeting.

Becky informed the group that the new signage had been ordered and was on its way. Christine again raised the issue of the screen not being updated and rolling screen to screen too fast to

be read. Rachael was aware of the issue but with so many things needing to be done it was a matter of prioritising,

Tracey reported back from the last Lay Meeting in Common and John expressed an interest in attending the next Networking Meeting. (Tracey to follow up).

Next Meeting Thursday 2nd May 2019

