

**Sett Valley Medical Centre  
Patient Participation Group  
Notes from meeting 28.1.2014  
2pm, New Mills Town Hall**

**Present :** Dr J K Douglas (Partner), Ian Mason (Chair), Andrew Pollitt (Practice Manager), Nicola Fryers (Secretary), Josie Longson, Nigel Brockett, Norman Heald, Lance Dowson (Counsellor), Amanda Brikmanis (Patient Experience Manager NHS North Derbyshire CCG), Clair Wood (High Peak Locality North Derbyshire Clinical Commissioning Group), Lee Baker, William Brockett (New Mills Police Station).

1. **Apologies** Pam Cohen
2. **Minutes of the Previous Meeting** – these were agreed, subject to a minor change noted by LD.
3. **Matters Arising** – Car parking outside the surgery was discussed at length. The main aims are safety and bus access for patients to SVMC. Congestion is worsening. The PPG is going to provide leaflets to place on cars. A “pay & display” Car Park was suggested. New Mills Volunteer Centre is considering purchasing a minibus. Lance Dowson will ask the Borough Council to re-ink the double yellow lines and the hatched area outside the surgery to be **kept clear for ambulances**. A Bike Rack outside the surgery was also suggested. This will be considered.
4. **NDCCG** – Role of PPGs : Clair Wood and Amanda Brikmanis came to meet the PPG members and explained their role. They handed out a leaflet (Patient Participation Group PPG Menu - see attached). Matters discussed included the different providers for integrated care and dementia and also community matrons, who are coming into general practice. Dr Douglas explained that the Urology clinics will become a rationalised service over the coming years, due to specialisation, with the likelihood that services will be centralised to provide the best possible service. It was suggested that the PPG need to make contact with school Sixth Formers. NDCCG Report was discussed, showing that NDCCG had under spent £4.3 million, with SVMC being £317,000 over spent. This was due to the change of funding formula. 8 GP practices meet regularly and look at improving services for the High peak .EMAS (East Midlands Ambulance Service) has shown no improvement and it has failed its response time across the whole of North Derbyshire. 111 services need improving.
5. **Doctor’s report** – Please see attached report (9/1/2014). SVMC have received 7 applications (to date) for the 2 advertised doctors’ posts. The

community matron role and needs of patients was discussed. The SPA (Single Point of Access) doesn't always work, as required, in the High Peak area. Hazel Evans (Pharmacist) has been employed at Settle Valley and is implementing hospital medicine discharges from hospital which are then put onto patients' prescriptions. CQC returned to 3VH (3 Valleys Health) who have now passed all areas of the inspection.

6. **Practice Managers' Report** – see attached report. Andrew briefly went through the report with the PPG.
7. **PPI DES – Patient Survey Report** (see attached report) The survey results were discussed. Andrew suggested the areas for improvement needed to be focussed on the appointments system. This included: a) Polyclinics – Chronic Disease Management rather than acute problems b) Allowing patients to book some GP appointments online c) a review of the triage system and DNAs (Patients who “Did not attend”). These were agreed by the PPG. Andrew will complete the annual PPG Report, which will be published on [www.settvalley.co.uk](http://www.settvalley.co.uk) by 31<sup>st</sup> March 2014. Ian led the meeting through the relevance of the questions for future patient surveys. The details below relate to the 11 questions on the patient survey:
  - 1) Amend to see a Doctor *or a nurse practitioner*
  - 2) Amend question to next yr.
  - 3) Question to stay the same
  - 4) Question to stay the same
  - 5) To be discussed
  - 6) General view Good score
  - 7) 99% is run by Nurses
  - 8) Excellent – Don't know replaced by N/A
  - 9) Website – Newsletter CVD
  - 10) Remove question for next yr.
  - 11) Remove for next survey
8. **Patient Issues – Patient Screen Questionnaire** – This was covered in the Practice Manager's Report. It was noted that the position of the screen was a little difficult to access. This was noted, although there are few other options for placing this screen in the waiting room.
9. **AOB – Rob Hanlon, Chair of Arden House PPG**, would like to attend the SVMC PPG. Ian will contact Rob and arrange a convenient time to meet with him.

PPG need more members. It was suggested that the Practice could contact high peak radio and produce posters re clinics and events at SVMC. Newsletter to be produced for February 2014.

Future PPG meetings to be held at New Mills Volunteer Centre, for ease of (disabled) access.

Close 4.45pm

ITEM 5

## SETT VALLEY MEDICAL CENTRE

Hyde Bank Road New Mills High Peak SK22 4BP Tel: 01663 743483 Fax: 01663 74152

Ref: JKD/SMR

FAO: IAN MASON

PATIENT PARTICIPATION GROUP

### SETT VALLEY MEDICAL CENTRE REPORT - 9<sup>TH</sup> JANUARY 2013

Some brief details regarding current practice and plans over the next few months.

1. Dr Williams will be retiring from the practice in September of this year and we are currently in the process of advertising for two salaried replacement doctors with a view to potential partnership. There is also the possibility of one of our existing salaried doctors emigrating. This replacement will more than replace the existing loss, but recruitment of doctors currently is extremely difficult and so we are by no means guaranteed to attain replacement doctors.
2. The clinical staff have expanded their role recently, particularly in relation to Winter Pressures money, which are being used in schemes of avoidance of hospital re-admission, enabling early discharge from hospital and also bolstering the Community Matron role to have more active patient management in the community.
3. The SPA team based in Buxton continues to develop and is now offering intravenous therapy for certain infections, such as cellulitis and also the possibility of interim blood transfusion therapy also. We are increasing our usage of these facilities.
4. We are continuing negotiations with DCHS in trying to provide a more seamless service for our patient who require care from the community nursing team.

Dr J K Douglas

Dr D E Williams Dr J K Douglas Dr D T Royle Dr N J Start Dr M R W Blackburn  
Dr A Egan & Dr A T Horsfall  
Branch Surgery: The Old Bank Surgery Hayfield Tel: 01663 744246; Fax: 01663 746054

## ITEM 6

### **PPG meeting – Tuesday 28<sup>th</sup> January 2014**

#### **Practice Manager's Report**

##### **Staff Changes**

No staff changes in the last 3 months.

Locums employed/to be employed – Dr Sally Evans (Jan/Feb) & Dr Hugh Bilbey (Mar)

Pharmacist - Hazel Evans (Nov/Mar)

##### **Surgery Closures**

Quest Sessions – Wednesday afternoons (19<sup>th</sup> February, 19<sup>th</sup> March, 9<sup>th</sup> April)

##### **Complaints**

Numbers to be advised after April 2014.

##### **PPI DES**

Patient Questionnaire – responses now completed and analysed. Results will be shared at PPG in January 2014, along with agreed discussions and actions.

##### **Patient Questionnaire Screen**

In waiting room (on wall, middle of seating area).

Awaiting results to be downloaded. Report back at next PPG meeting.

##### **Equipment**

Hearing Loop now installed at front desk.

Also, portable hearing loop available for use in clinical rooms.

##### **Hayfield Surgery**

Drainage problem has now been sorted. Sorry for any inconvenience over the Xmas period.

##### **Federated Working**

The Practice (SVMC) has signed up to Federated Working with the other North Derbyshire Practices.

There are 38 Practices in ND – sign up is required by 31<sup>st</sup> January 2014. This is to put SVMC in a strong position when services are put out to tender by NDCCG (national requirement from 2014/15), as part of a large provider organisation of (up to) 38 Practices.

## SETT VALLEY MEDICAL CENTRE - PATIENT SURVEY

The issues we are asking your views on this year are as follows;  
(Please circle or tick one option)

**2013**

**2012**

### 1. Are you able to see the Doctor on the SAME DAY or within the NEXT 2 WORKING DAYS?

YES	200	76%		83%	
NO	40	15%		11%	-5%
DON'T KNOW	263	23	9%	100%	7%

### 2. Are you able to get an Appointment with a Doctor MORE than 2 days in Advance?

YES	141	54%		59%	
NO	75	29%		21%	-7%
DON'T KNOW	263	47	18%	100%	20%

### 3. How often do you see the GP of your choice?

ALWAYS or ALMOST ALWAYS	92	35%		37%	
A LOT OF THE TIME	68	26%		26%	-2%
SOME OF THE TIME	70	27%		21%	
NEVER OR ALMOST NEVER	15	6%		5%	-1%
NOT TRIED	263	18	7%	100%	11%

### 4. How easy is it to get through to someone at the surgery on the phone?

VERY EASY	116	44%		43%	
FAIRLY EASY	134	51%		50%	2%
NOT VERY EASY	10	4%		5%	
NOT AT ALL EASY	263	3	1%	100%	1%

### 5. Satisfaction with getting test results on the phone

SATISFIED	136	52%		61%	
FAIRLY SATISFIED	53	20%		21%	
FAIRLY DISSATISFIED	9	3%		1%	
DISSATISFIED	3	1%		1%	-3%
N/A	263	62	24%	100%	17%
PTO....					

### 6. Satisfaction with overall care

VERY SATISFIED	168	64%		73%	-1%
FAIRLY SATISFIED	87	33%		25%	
FAIRLY DISSATISFIED	5	2%		1%	
DISSATISFIED	263	3	1%	100%	0%

### 7. How useful is the nurse triage service for you?

VERY USEFUL	146	56%		67%	
USEFUL	71	27%		17%	-1%
SATISFACTORY	15	6%		5%	
NOT USEFUL	3	1%		1%	0%
NOT USED IT IN THE LAST 6 MONTHS	263	28	11%	100%	10%

### 8. Is the Nurse good at listening to you when you see her?

YES		239	91%		91%	
NO		0	0%		0%	<input type="text" value="0%"/>
DON'T KNOW	263	24	9%	100%	9%	

**9. Are there any additional Medical Services you would wish the Practice to provide?**

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**10. Are you aware that when the Surgery is closed you can attend the 'Out of Hours Surgery' based at New Mills Health Centre across the road from the surgery?**

YES		239	91%		90%	<input type="text" value="0%"/>
NO	263	24	9%	100%	10%	

**11. Are you aware that you can obtain some Medical services from Sett Valley Medical Centre, Goyt Valley Surgery and Thornbrook Surgery instead of attending Hospital ?**

YES		180	68%		67%	<input type="text" value="2%"/>
NO	263	83	32%	100%	33%	

Thank you for assisting with this patient survey.

**Please return your completed Questionnaire to RECEPTION.  
Closing Date 30<sup>th</sup> November 2013**