

## Sett valley Medical Centre

### Patient participation Group Meeting 4.4.2018

Members Present : Dr Douglas ,Jill Jones (chair),Nicola Fryers (secretary),Andrew Bailey ,Helen Hudghton, Hilary Gouldsmith ,Denise Hall ,Brian Waddell ,Gaynor Andrew ,Beth Atkins ,Pam Gee, Ann & Gordon Lyon, Ian Mason ,Darren Heaton ,David Longson,

1. Apologies Lance Dowson, Judith Bailey, Nicola Bould, Leona Hutchings. Andrew Pollitt (Practice Manager )
2. Minutes of last meeting –read and agreed
3. Matter's Arising Nicola mentioned patients can sometimes find the pronunciations etc of their name through the TV screen annoying Mr Bailey found it amusing to him personally, the practice has looked into this and it cannot be changed .The website is currently being reviewed and updated by Gary wood who is being paid to improve the website .Jill thanked Ian as previous chair for his dedication and wonderful work he has done for the group and practice.

4/5 .Doctor's Report – Dr Ward has left the surgery after being on maternity leave and has decided to spend more time with her young family we wish her well for the future .Dr Douglas explained the practice has put out a advert 6 weeks ago for a 4 day partner replacement, few doctors have shown any interest, as nationally this seems to be the case. The practice is looking for a GP who fits the needs for the practice. Ian asked if there was a problem with Minor Wound care, Dressing's, Dr Douglas explained this can be sometimes a grey area between Community District Nurse's and Surgeries but the practice accommodates patient's that require this service. Dr Douglas updated the members on the 7/7 and 8/8 Working which you will see in Andrew's Practice Manager's Report which should roll out in October and how services will be accessible to patient's , Denise asked if DHU would be staying at the clinic , not heard it's not . Buxton Is a minor Injuries department , DHU in New Mills is a walk in clinic .Dr Douglas explained about MJOG which is a software at the practice where the practice can send out text reminder's to patient's also email (currently not available), cancel appointment's send Health promotion's if you would like to use the service please contact the surgery to sign up .Ian shared his experience of being sent a text to answer health questions and in the end he gave up as it was difficult to reply .Brian as previously mentioned before asked if the practice could produce a map on the wall near the start of the corridor so it explains which room to go in , which he said it's difficult to find which room you need to go to .Dr Douglas ,Andrew, Nicola will be looking into this suggestion was a laminated map .Dr Douglas explained the practice were looking into expanding the practice(SVMC) to have more rooms, possibly loose some car parking spaces in the Car Park

6.Chair's Report please see attached report from Jill , Re food bank Ian mentioned he had been asked by patient's why the practice had a food bank , Beth Atkins explained the need for a food bank and said generally they got supplies to make this service work . The books are still generating an income for Blythe House Hospice which Nicola explained runs smoothly and The Hospice are very grateful for all the patients and practice's support which was mentioned and commended by The CQC in their report .Our book case in Hayfield needs to be replaced which Nicola will contact Blythe house charity shop or if anybody has one that they would like to donate please contact the surgery

.Beth talked to the group about having a sub group with Topic's to be agreed so the next meeting will be **wed 16<sup>th</sup> May 2018 2pm In The Royal Hotel Hayfield** with refreshments provided

7. Members Items/Issues- Volunteer Centre In the process of recruiting a co-ordinator Home From Hospital –Nicola to enquire further details from Ed Manager of NMVC

**8. Date of next PPG Meeting 6<sup>th</sup> June 2018 3pm**

Close 4.30 pm

## **PPG meeting – Wednesday 4th April 2018**

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

#### **GPs**

Farewell to Dr Emma Ward. Dr Ward left on Wednesday 28<sup>th</sup> March. We thank her for all the good work she did at the surgery over the last 4 years and wish her well for the future.

We are advertising for another GP to replace Dr Ward, with a view to starting in the summer. The demand for GPs is greater than the supply, and we are keen to get the right replacement for Dr Ward. In the meantime, Dr Keogh will continue to cover.

#### **Surgery Closures**

Quest Sessions – Wednesday afternoons (11<sup>th</sup> April 2018, 9<sup>th</sup> May and 13<sup>th</sup> June).

#### **Hayfield Branch Surgery**

There should be a GP at HF surgery for 37 of a possible 44 sessions over the next 5 weeks (84%). The uncovered sessions are due to GPs annual leave.

We will continue with our additional Nurse cover all day on Mondays. This will usually be Jessica Hancock.

#### **Infection Control**

We are in the process of organising further training for staff and clinicians on Infection Control.

#### **Website**

We have secured the services of Dr Gary Wood to revamp the website, taking on board the previous conversations within the PPG.

#### **7/7 and 8/8 Working – Update**

All 7 Practices met at Thornbrook Surgery on 14<sup>th</sup> February to discuss details and progress this project. This was a very useful meeting. The Practice Managers will continue to take the project forward and updates will also be given at the monthly Community Meetings on Friday mornings, with GPs and Managers present.

Andrew Pollitt  
Practice Manager  
27.03.18