

Drs Broom, Ward & Maxwell-Jones

MINUTES - PATIENT PARTICIPATION GROUP

Monday 15th May 2017

Attended by:

Attended by: Susan Birch, John Chamberlin, David Brace (Chairman), Arthur Williams, Andrew Brown-Jackson, Kay Orme, Viv Jury, Helen Walker, Nigel Walker, Jeffrey Philips, Danny Smart (Deputy Practice Manager), Rachel Taft (minutes)

Informal pre-meeting 5 – 6 pm

Formal meeting 6 – 7pm

1. Apologies Christine Price, Carrie Osborne, Muriel Robinson
2. Minutes of the previous meeting (20th March 2017)
3. Matters arising
 - a. Request for patient feedback data. RT will provide by email with minutes
 - b. How many days is the practice closed in the afternoon for training? It was 10, but as of April 2017 the surgery has cut this down to 6 to reduce impact on patients.
 - c. Question on increased access, discussion on whether 7am-7pm access was preferred over 8am-8pm. Noted that the surgery was doing a poll by Facebook. RT/DS explained that providing extra access was to be achieved by the 4 local practices working together in 'Place' (see point 5), not necessarily that all practices would be open for these additional hours. Furthermore, it was likely that the surgery will be seeking views on this subject again and in different formats to get as many views as possible.
 - d. Question as to how many GPs are working at the practice. Answered – 3 partners, 2 salaried GPs plus 1 regular locum
 - e. Question regarding Henmore Health (the partners' limited company) undertaking mental health services in the future – was there space in the surgery? DS answered that Mental Health services would only be accommodated where prioritised NHS services leave an organic gap through the week. This would be under regular review and adaptation.
 - f. Question regarding minor surgery – what is covered and what isn't under NHS services? Any procedure that was deemed cosmetic and not considered of clinical need is not covered under the NHS
4. Presentation by Danny Smart on the funding structure of NHS services, contracts, premises and how it relates to Henmore Health

5. Impact of 'Place' on PPGs – as part of NHS 5 Year Forward View, practices are working together in 'Places' to provide services to the needs of patients in their area. Our Place is made up of The Surgery, Ashbourne Medical, Brailsford and Hannage Brook in Wirksworth. The CCG have an aspiration that PPGs in each Place will come together, for there to be 1 person from each place to represent the patients of that area. PPG felt that significant time would be required of that person and that they would in effect be a 'professional chairperson'. Concern about whether qualified to help the surgery on a 'place' basis.
6. Questions arising relating to new housing developments
 - a. Might they lead to another practice opening in Ashbourne. RT/DS felt this was unlikely, not least to lack of premises.
 - b. Will the existing surgeries manage, in light of the NHS 5 Year Forward View and the drive to shift work from hospitals into the community? RT/DS felt yes. One of the solutions is applying for money from developers to improve infrastructure (Section 106 monies) – ongoing discussion between the CCG and the Ashbourne Local Plan team (facilitated by the Surgery) to encourage this
7. PPG constitution – final version submitted to RT for distribution following special meeting held to discuss on 24th April 2017
8. Cyberattack – impact on practice and patients significant, all steps being taken to ensure we can operate as normal. Unlike some practices in the area, we continued to work and see both pre-booked and urgent patients. *(Update post-meeting the Surgery was back up and running as normal with full access to patient records by Tuesday morning 9am, and so only suffered 1 full day of disruption. It is clear that work undertaken by staff over the weekend to offset the impact led to this speedy reinstatement of computer services, whilst other practices were still suffering well into the week)*
9. Date of next meeting – Monday 17th July 2017