

Minutes of the Castlegate & Derwent Surgery Patient Participation Group (CDSPPG) Meeting

Wednesday 23rd March 2016, 6pm – 7pm

In Attendance

Dr Simon Desert, Suzanne Hughes-Rudd (Practice Manager), Sophie Howarth (Administration) from Castlegate & Derwent Surgery.

S.Moyle, P.Clarkson, J.Hully, S.Evans, R.Bratton, J.McGrath, P.Colquitt, A.Metcalf, F.Crowley, D.Johnson, E.Smyth, F.Harkness, D.Siddall and W.Sanders from CDSPPG.

Apologies – D. Keeler, D.Stephenson, W.Cornwall, R.Petecki, M.Rose-Troup, T.Alston

Welcome

SHR welcomed the members of CDSPPG and the group were given a copy of the agenda for the meeting.

Agenda

Terms of Reference for CDSPPG – In the previous meeting, CDSPPG were provided with a copy of the terms of reference, asked to review them and to email SHR with any feedback. SHR informed the group that the feedback had been positive.

Election of Chair and Vice Chair – SHR invited members of the group to nominate a chair and a vice chair in order for CDSPPG to become patient-led. SHR advised the group that the chairperson would work with SHR in compiling the agenda and chair the CDSPPG meetings. Jean McGrath was nominated as chair and Robert Bratton as vice chair.

Group Membership – SHR invited the room to share ideas on how to publicise CDSPPG and increase membership. The group advised that involving younger people could make the group more representative of the patient population and suggested that this could be achieved by involving Cockermonth School pupils, who could further publicise the group via a well-controlled Facebook page. Dr Desert mentioned that Castlegate surgery had worked with Cockermonth school students in the past. The timing of meetings was also discussed, with concerns that 6pm may be too early for those who work late or with families, though it was acknowledged that no time will be suitable for everyone. It was proposed that the group could alternate the times of the meeting each month for a trial period. The group advised that meetings should be well publicised as not everyone has access to emails or the internet.

Cockermonth Community Health Centre Update – The group gave thanks for the good communication recently, including Castlegate & Derwent Surgery newsletter, and asked whether copies could be made available in Cockermonth Paper Shop. The question was also raised as to whether copies could be printed in the Cockermonth Post free of charge.

It was mentioned that Healthwatch Cumbria would be visiting Cockermonth Community Health Centre on Thursday 24th March 2016 to do a public consultation.

Dr Desert gave the group an update on the Success Regime. He informed the group that this is a government sponsored initiative considering different options to improve the health economy in Cumbria and advised that the options may also include 'worst case scenario'. He explained that the process behind the decision to redevelop Cockermonth Community Hospital was made by the Primary Care Trust (PCT) and approved by the Strategic Health Authority and Department of Health, and that Castlegate & Derwent Surgery were tenants in the building. Despite redevelopment, he acknowledged that the level of clinical activity in the hospital had decreased, owing to difficulties recruiting radiographers/ ultrasonographers and associated difficulties in attracting visiting clinics. He said that the recent redevelopment of Cockermonth Community Hospital may offer it some security, and although its function could change in the future, beds were more likely to expand in

number than close. Dr Desert mentioned that Castlegate & Derwent surgery had applied to NHS England to become part of a pilot plan to run Cockermouth Community Hospital, but that this has not yet been implemented due to stresses on the health economy.

More information can be found at: www.successregimecumbria.nhs.uk

Patient Access – SHR asked the group if they were using patient access and raised the question, ‘Why don’t more people use patient access?’. It was mentioned that people are still unaware of Patient Access. SHR invited members of CDSPPG to come into the surgery, encourage people in the waiting area to sign up and demonstrate how Patient Access works. This was well received and further details will be provided by email. SHR advised that Patient Access had been ‘cleaned up’ and that bookable appointments should now be on there.

It was brought to the group’s attention that Castlegate & Derwent Surgery will be obliged to provide all coded medical data to patients via Patient Access from April 2016, and SHR said she would look into whether the sign up for this extra feature would be available on-line or in the surgery only. Dr Desert clarified that this extra feature would not include the free text written by doctors during consultations, explaining how the use of short-hand and abbreviations would make it less useful for patients. CDSPPG were invited to trial this new feature first and identify pitfalls. SHR said that an information leaflet and some video links for Patient Access would be made available to CSDPPG.

Concerns were raised over the security of Patient Access, but Dr Desert advised that all data is encrypted and stored at a separate location. Furthermore, SHR advised the group that all members of staff at Castlegate & Derwent Surgery had signed confidentiality agreements for both surgeries and that all visits to computer medical records were recorded and could be audited.

The group was reminded that free WIFI is available for patients inside Cockermouth Community Health Centre, and that hard-copies of medical records could also be obtained with a charge for associated printing and staff costs.

Reception Desk – SHR advised the group that Castlegate & Derwent Surgery is considering installing a 2-person reception desk on the left hand side to replace the current ‘pod’ system. The issue of privacy was discussed, with the need for a queue management system highlighted. It was suggested that signs could be visible on the desk offering a more private room for discussion of confidential matters. CSDPPG voiced concerns that currently both desks are not always manned.

Access to appointments- Dr Desert discussed the difficulties in recruiting new GPs due to the current national manpower shortage and the resultant long waiting times for appointments. He advised that a new on-the-day appointment system will be trialled towards the end of April/start of May, where a receptionist will direct patients to a pharmacist, nurse, nurse practitioner or GP. Dr Desert reassured CDSPPG that receptionists have enough knowledge to direct patients in this way and that a GP will always be available if needed by the other staff.

The group suggested that the total number of DNAs for that month could be displayed on the newsletter.

Finally, it was suggested that drinking water should be made available in the surgery.

Closure

SHR thanked everyone for attending and closed the meeting.