

**MOSS VALLEY MEDICAL PRACTICE PPG**

Meeting: Tuesday 27th June 2017, 6:30pm

Venue: Moss Valley Medical Practice

**Agenda**

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| **Present:**  Tony Cross (Chair)  Glyn Jones (GVPPG)  Mick Down (Minutes)  Hazel Hollingsworth  Wendy Jones (GVPPG)  Helen Lane  Jeremy Kenyon  Mary Milner  Shelley Hinson (GVPPG)  Louise Moss (GP Partner)  Susan Airns (Deputy Practice Manager) | **Apologies:**  Stuart Tilley (Practice Manager)  Mike Simms  John Hutchinson  Sybil Ryalls  Anne Humphreys  David Humphreys  Cherie Down |

1. **Chairman's welcome and apologies received**

Tony welcomed everyone to the meeting and announced apologies received.

1. **Minutes of the Joint PPG meeting, held on 7th March 2017**

These were approved, subject to it being noted that the apologies of Cherie Down, Helen Lane and Gordon Westell had not been recorded.

1. **Matters arising from previous minutes**
2. Place-based Care

Tony and Jeremy reported on the latest meeting of the Place-based Care Steering

Group, held on 25 May. The project (formerly 21st Century Health and Care / Better

Care Closer to Home) had been re-designated **Place**-based Care, and The Valleys

Medical Partnership was within the ‘Place’ encompassing the

Dronfield/Eckington/Killamarsh area.

The meeting had been briefed in regard to development of an Integrated

Community-based Health Care Model (currently in draft form), which was in

progress. The Model would be designed to regulate provision of reactive response

to patients’ out-of-hospital care, by way of practice-based support and support to be

provided via integrated community teams. In addition, the Model would require

training of more Advanced Clinical Practitioners (ACPs), to provide care for patients

with ‘acute and reversible’ conditions.

In response to questions, Dr Moss explained that Advanced Clinical Practitioners would be mainly nurses who would have received training to a more advanced level

than that which was required for a nurse to be designated a Clinical Nurse Specialist.

The meeting had also noted that a new GP contract, for 2017-18, was to be

introduced with effect from 1 July 2017. That contract would provide that a portion

of the Practice’s income would be dependent on the Practice demonstrating

progress in identifying and managing patients with frailty, particularly those aged 65

or over. Members questioned Dr Moss as to how that would be monitored and

whether a proactive or reactive approach would be adopted. Dr Moss envisaged

that most cases would be identified during routine appointments and by monitoring

patients after discharge from hospital.

The next Place-based Care Steering Group meeting was scheduled to take place

on 27 July, at the Gosforth Valley Medical Practice.

1. Health Information Evenings

Glyn reported on the Health and Wellbeing open meeting recently held at Gosforth Lodge and hosted by the Gosforth Valley PPG. He reported that the meeting had

been attended by representatives of the Wellbeing Service (Live Life Better

Derbyshire), Community Mental Health Service and Derbyshire Time Bank, and

had been extremely informative, although public attendance had been poor.

Shelley expressed her disappointment that only 20 members of the public had been

present, despite extensive and widespread publicity.

Members thanked Shelley for all her work in organising the evening. It was agreed

that the event should also be held in Eckington, in September (12th). Shelley

agreed to liaise with the presenters and Mick, in deciding the venue and making

arrangements for that event.

It was agreed that individual members would publicise the event through their own networks, in addition to it being advertised via notices in the Practice waiting room.

Members agreed to think about additional ways in which awareness of PPG events might be increased. Facebook and social media in general were mentioned

more than once, particularly with a view to attracting the attention of younger people.

1. PPG Newsletter

The draft newsletter prepared by Helen was endorsed by members. Helen was

thanked for undertaking the design and editing of contributions, on behalf of the PPG. It

was proposed and agreed that an item advertising the Eckington Health and Wellbeing

meeting, just decided, should be added. Helen, Shelley and Mick were to liaise as

necessary. It was further agreed that, in addition to making the newsletter available in the

waiting rooms of both practices, it would be posted on The Valleys MP website. It was

agreed that members should take every opportunity to distribute copies of the Newsletter

through respective organisations to which they belonged eg clubs, church groups etc.

1. Dementia Friendly Practice

Tony reported that he had agreed with Stuart that steps would be taken to arrange

for a few ‘dementia-friendly’ signs to be displayed in the waiting room at Moss

Valley. Similar signs at Gosforth Valley hadn’t been discussed, but perhaps would

follow.The signs would clarify the locations of toilets and exit/s from the premises,

principally for the benefit of dementia sufferers.

Helen presented details of a bulletin issued via Crich PPG, which included comprehensive information on local area dementia services and other initiatives designed to improve access and support for people with dementia. Tony asked

whether it would be acceptable to Crich PPG, should MVPPG wish to issue

guidance in a similar format. Helen expressed belief that that would not be a

problem. Dr Moss said that she believed that it would be good for MVPPG to offer

similar guidance and it was agreed that the matter should be discussed further at

the next meeting. Helen may be contacted for details of the Crich PPG pamphlet.

1. **Practice Update.**

Dr Moss referred members to the comprehensive Practice Update paper distributed with the agenda. She outlined the actions that the Practice was currently taking, or that were proposed, to address the problems being experienced with long waits for appointments. The role of Advanced Clinical Practitioners, referred to above, was further discussed and Dr Moss reported that the Practice was considering training its own ACP, to improve its clinical service, more economically than by recruiting an additional doctor. The initiative was considered to be very positive, but would need to be implemented recognising that some patients may be reluctant to see someone other than a doctor.

It was agreed that a copy of the Practice Update should be distributed with the minutes and that it should be displayed, with the minutes of the meeting, on the PPG notice board.

1. **Other Business**

1. PPG Network Group

Tony reported that Stuart, Glyn, Jeremy, Shelley, Sybil and he had represented The

Valleys MP at the last meeting, held on 27 April 2017, at Moss Valley Medical

Practice. Killamarsh (1 representative) and Stubley, Dronfield (2 representatives)

Medical Practices had also been represented and Louise Swain had attended on

behalf of North Derbyshire CCG.

The next meeting was scheduled to take place on 20 July (and the one after that,

on 19 October), both at the Stubley Medical Centre, Dronfield. Any member of a

PPG in the area was entitled to attend.

1. Reception and Telephone Etiquette.

Glyn proposed that all staff be required to wear name badges and to give their names to patients when answering the telephone. It was proposed that formal

training on etiquette be given to all support staff having face to face contact with patients.

1. DNA rates

Members discussed the ‘Did Not Attend’ rates for the two practices, which were of continuing concern. It was agreed to have a more detailed discussion of DNA rates at the joint PPG meeting to be held on 5 September.

1. NHS Consultation on Prescribing Medicines

A public consultation announced by NHS England had commenced on 26 June and

would continue until 1 September, inviting responses to the proposals by the four

CCGs in Derbyshire, to cease the issue of prescriptions in Derbyshire for

medicines/products to treat minor conditions. **There was no plan to change the**

**management of long-term conditions.**

Official documentation, including reply questionnaire, was to be available from the

Practice (although Susan reported that a supply hadn’t been received to date), or

via the North Derbyshire CCG (01246 514176, or

enquiries@northderbyshireccg.nhs.uk).

The documentation explained the background to the proposals, significantly the currently high levels of prescribing and thus the cost of dispensing prescriptions for

medicines/products which were also available for purchase from pharmacies

and, in the case of many items, from general retail outlets. The cost of dispensing

prescriptions in the four Derbyshire CCG areas ‘in 2016/17’, was said to have been

£150m.

Members expressed support for the proposals, but some concerns were expressed

as to whether they might cause financial hardship in some circumstances and

whether supply of some ‘over-the -counter’ medicines might be restricted.

Members were encouraged to obtain the consultation paper and to respond.

1. MVPPG membership

Tony outlined his recent communications with Stuart, in reviewing MVPPG

membership and arrangements for circulation of MVPPG papers. On the basis of

practice at Gosforth Valley, it had been proposed to members who had not been in

contact with MVPPG for some time (he said that he had no recollection of some of

them), that their details be transferred to an archive and, thereafter, that they not be

sent future meeting agendas, minutes and other papers, unless and until

communications resumed.

One suggestion aired was that those concerned be transferred to the list of

members of the Virtual PPG. However, for that to be meaningful, the wish to

maintain a Virtual Group would have to be reviewed – with a view to increasing the

involvement of patients and raising awareness of MVPPG - as, to date, the

Virtual Group had not been active. Susan confirmed that the Practice had never

contacted members of the Virtual Group.

1. **Dates and times of next meetings**

A joint GV/MVPPG meeting was to be held on Tuesday 5 September 2017, at Moss Valley MP, starting at 18.30 hrs

The next meeting of the MVPPG would take place on Tuesday 14 November 2017, starting at 18.30 hrs.

*ref: mld200817*