



ASHOVER MEDICAL CENTRE
MINUTES OF PATIENT PARTICIPATION GROUP MEETING ON 11th OCTOBER 2022
AT ASHOVER VILLAGE HALL

1. Attendees, apologies and welcomes

Present: Gordon Johnson (Chairman). Dr Theakston, Dr Baskerville, Jo Gordon, Martin Donohoe, and Karen Tomlinson from the Practice. William Armitage, Sue Burn, Chris Miller, Jose Rogers, Mike Thomas, Colin Seeds, and Robert Webster from the Patients' Group.

Apologies: Bernard Everett, James Miller, Zoe Renshaw and Helen Sharman.

The Chairman welcomed Dr Theakston, Dr Baskerville, and Karen Tomlinson to their first meeting of the Ashover PPG

2. Approval of the minutes of the last meeting held on the 5th May 2022.

The minutes of the meeting held on the 5th May which had been previously circulated were agreed as a true and accurate record of the meeting and there were no matters arising.

3. Proposed management and administrative arrangements for Ashover Medical Centre following the retirement of Dr Emmerson.

It was noted that the merger of the Ashover and Matlock Practices was first initiated by Dr Jones and Dr Holden 2017 and took place in the following year. In 2020 Dr Jones retired and last month Dr Emmerson retired and as a result Ashover lost both of its lead Doctors.

It was explained that Ashover would no longer have a lead Doctor but be served by a Rota of Doctors. Jo Gordon, the Patient Services Manager, will be the immediate point of contact and Martin Donohoe will be the Partnership Manager for the Combined Practice. It was suggested that the downside would be that patients in Ashover would lose the relationship they enjoyed previously with Dr Jones. It was then reported that the single Doctor Practice is a thing of the past and no longer practicable in the current world in which we live. The new arrangements will mean that patients will have the benefits of a broader range of doctors with different and individual specialisms. However, Jo Gordon, who manages the 8-week rota, advised that Drs Theakstone, Baskerville, and Shell will spend more time at Ashover than the other seven Doctors to facilitate regular contact where possible and when needed.

It was asked whether the Practice have been able to recruit a mental health specialist, but it was reported that despite their best efforts no such person has been found but those efforts to find a suitably qualified person would continue

4. The Appointment System

The Chairman raised the issue of and asked for clarification about the Appointment system which has been reported for quite a long time on the Surgery answerphone as being under review. It was explained that the appointment system is under constant review as a result of absences, both long, short term and unplanned. It was agreed that as there is no formal review and to avoid misunderstandings from patients that the message on the answerphone should be deleted.

For information it was reported that the Ashover Duty Doctor's daily workload is 28 appointments: 17 in the morning and 11 in the afternoon after home visits had been made. In addition, all blood and test results have to be read each day and prescriptions signed. Appointments are a mixture of telephone consultations and appointments in the surgery. It was also pointed out that the NHS 111 service does have access to the booking system and can access appointments which can cause complications. At 8am in the morning when patients call for an emergency appointment the aim is for there to be 11 appointments available; on bad day there can be as few as 6 which unfortunately does cause frustrations to patients.

Dr Baskerville insisted that the perception by patients that Doctors do not want to see patients and would prefer telephone appointments is now a nonsense and relates back to the Covid Days when patients only had very limited access to face to face appointments. The surgery is very aware that some patients prefer a phone call while others want to see Doctor. He went on to say the Practice is looking for the right hybrid model. Currently in Ashover there is each day one Doctor on duty but it is hoped to increase this to two later in the year.

It was also reported that morale in the Pharmacy continues to be up and down, and turnover is high. The level of abuse has diminished but does still occur from time to time. Karen, our Senior Dispenser, did report that all dispensers and receptionists do feel they are very well supported by their colleagues and the Doctors when issues arise with patients.

5. Any other business or points for information

The results of the 2021 annual Ipsos Mori National Survey of patient satisfaction with General Practice were made available by Martin Donohoe. In the case of the Ashover Medical Centre 84% of those surveyed described their overall experience with our Medical Centre as Good as compared with 72% nationally. Also, 70% of Ashover patients found it easy to get through on the phone to the Centre as compared to 53% nationally. The full results are available from the Medical Centre.

No issues were raised. However, it was agreed unanimously that it had been an especially useful and positive meeting and thanks were given to the members of staff that had given their time and attended.

6. Dates for meeting in 2023

The following dates for 2023 are suggested, all at 6.30pm:

Tuesday 21st February

Tuesday 25th April

Tuesday 25th July

Tuesday 10th October

Gordon asked for possible topics or good Speakers for meetings. Also, it was hoped that joint meetings with Matlock will resume. The meeting closed at 8pm.