



ASHOVER MEDICAL CENTRE
MINUTES OF PATIENT PARTICIPATION GROUP MEETING ON 9th MAY 2023
AT 7pm in ASHOVER VILLAGE HALL

1. Attendees, apologies and welcomes

Present: Gordon Johnson (Chairman). Dr Theakston, Dr Baskerville, Jo Gordon, Martin Donohoe and Debbie Hirstwood from the Practice. William Armitage, Bernard Everett, James Miller, Jose Rogers, Mike Thomas, Caroline Rodgers, Colin Seeds, and Robert Webster from the Ashover Patients' Group.

Apologies: Helen Sharman.

The Chairman welcomed Caroline Rogers to her first meeting and also some members from the Matlock PPG as visitors. The retirement of Dr Holden was noted.

2. Approval of the minutes of the last meeting held on the 11th October 2022.

The minutes of the last meeting held on the 11th October 2022, which had been previously circulated, were agreed as a true and accurate record of the meeting and there were no matters arising.

3. Agreement of the text of the PPG Report to the Ashover Council

A proposed report to the Ashover Parish Council had been previously circulated for comment and agreement. To help ease some of the tensions and workload on the staff it was proposed that access to the Patients Charter, referenced in the Report, should be made available via a link from the Practice website rather than from the Surgery. This was agreed. Subject to that amendment the Report was agreed.

4. Introduction of the new computer system

Dr Baskerville reported that the earlier EMIS system which both practices had used previously had proved increasingly sluggish when applied to the 10,000 patients in the new combined Practice. It also lacked the potential for significant development. He reported that the migration of data to the new TPP System is now complete, and the system is running efficiently and safely.

The new system allows oversight across the two locations, and over the next few months, work will begin on enhancements. A particular advantage of the new system is its connectivity potential with other care services and much less reliance on paper records. Initial patient access will be for repeat prescriptions and eventually broader access. This will only be for looking forward and will not

cover patient history. Also, there will be some restrictions in place, for example biopsy results where doctors will want to share the results with patients on a 1:1 basis rather than the patient seeing them without understanding the context.

It was also reported that it will not be able to communicate with systems that currently exist in Chesterfield Hospital where there is still (and will continue to be) heavy reliance on paper records.

5. The issue of recruitment and retention of support staff at Ashover.

Unlike Matlock, where staff are more experienced and turnover is low, Ashover has a serious difficulty in retaining support staff. Many of Ashover's experienced staff retired prior to the Pandemic and at the same time as Dr Jones also retired. Therefore, the current Ashover support staff are younger and less experienced. In turn, this means they inevitably struggle with more demanding patients and can become anxious and distressed. Social media can also add to the problem as it is a two-edged sword - useful when alerting people to things like winter staffing problems but a curse when people use it as a platform to vent frustrations, especially when individual Practice staff members are mentioned.

Abusive patients in Ashover, causing this distress, are very much in a minority, often reminiscing about the days of Dr Jones and a service which was and is unsustainable in current times. Such patients are now being sat down and having it explained to them that this is the service on offer from the Practice and this is the response we must ask of you (the Charter). If they deem it unacceptable, then they will need to look elsewhere for their needs.

It is important that PPG members spread the word in the Parish about developments in the Practice and provide any feedback which could be useful to Martin/Jo in staff training.

6. Any Other Business

Mental Health issues It was asked whether there had been any progress in finding a specialist appointment. It was reported that recruitment interviews are progressing, but it is unclear as yet how many hours might be allocated to our Practice.

Physiotherapy. Members were reminded of the weekly attendance of Matt Dowdeswell, a Doctor and Physiotherapist on Thursdays for appointments concerning musculoskeletal problems.

7. Date of next meeting

The next meeting is scheduled for 10 October 2023, possibly jointly with Matlock, but details to be confirmed. The meeting finished at 8.20pm