

SWALLOWFIELD MEDICAL PRACTICE

Patient Group Meeting

Minutes

25 June 2018

1 **Present:** Sandy, Angela, Jonathan, Dave, Roberta, Fran, Jess, Shaun, Will
Apologies: Jim, Jane, Roger, Angela, Mike

2 **Welcome**

Roberta welcomed everyone to the meeting

3 **Minutes of previous meeting**

were reviewed and approved

4 **Staffing**

Dr Choudhry leaves 27 June. Interviews for a salaried GP taking place on 27 June. Our latest receptionist has resigned - Val. She has been with us for only 3 months. The new dispensary manager starts 1 August and will work alongside Bonny in a 2 month hand over period. Zillah Troughton has been appointed internally as assistant dispensary manager. Kath Collins will take on the prescription clerk role from 1 August.

Yvonne Newman - one of our practice nurses - leaves mid July. Adverts have gone out for a replacement. Fingers crossed we get some applicants! Practice nurses are in short supply

5 **Newsletter - Autumn edition**

Sandy offered to write an article about **reception and abusive patients** - Receptionists bear the brunt of a lot of unwarranted abuse from patients, particularly when unable to give patients the appointments they want due to high demand and pressures on the system.

Shinfield Voluntary Car Service - are in need of a bookings officer and drivers - we agreed we would advertise in the newsletter and also our website as the car service provides a very valuable service to the practice.

Other ideas: **Men's Health** - in particular prostate cancer - Mike was volunteered to write an 'Is this you?' article

Health promotion - Sandy and Jonathan agreed to collaborate on an article about **exercise, park runs** and healthy eating.

Flu clinics - 29 September - slightly revised format in that we wont be offering pneumococcal vaccinations at these drop in clinics due to the change in flu vaccination requirements mentioned in the previous newsletter.

Copy deadline 24 August so that we can get it into the Swallowfield Parish Newsletter

Action

SS/JR/MH/
FL

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6 Dispensary IT

Shaun explained about a new IT system that we are hoping to purchase for our dispensary. This new barcoding system will check the items dispensed thereby reducing human error, This will also release dispensing time to allow them to do other work eg synchronising patient medications so that everything needs reordering at the same time and educating patients re online ordering via our Patient Services, educating patients to order only what they need, and possibly helping to manage prescriptions for some vulnerable patients who need additional help with ordering.

Other add-ons are available too eg MAARs IT which is more suitable for large nursing homes and Stock IT - a stock management system which is currently being redeveloped but once available we will certainly be looking to trial this. We would ideally like a system that tracks exactly where a prescription is in the whole process but this is very expensive and unfortunately funds do not allow for this. Simon asked if Dispense IT had the ability to send text reminders to patients reminding them that their medications need ordering - unfortunately this is not something which is available at the moment.

There was a discussion about 28 day prescribing - this is a directive from the CCG - the main aim is to avoid unnecessary waste of medications eg if a patient has a reaction to a medication needs to change, and also for safety reasons - reducing the patients' ability to stockpile medications. We are looking at batch prescribing for our dispensing patients who are stable on their medication ie producing 10-12 scripts for medication in one go rather than patients having to order separately each month.

CCG Updates

Dr Beacham sits on the board of the CCG. He informed the group that in April Wokingham CCG has merged with the 3 other CCGs in the area to become Berkshire West CCG. This CCG is part of the Integrated Care System (ICS) which includes primary care, secondary care and Berkshire Healthcare Foundation Trust who provide community services. The ICS has one pot of money (@£582million) to provide health and social care services across West Berkshire. This is in the early stages at the moment but the idea behind the ICS is that there will be collaborative working across these groups to improve pathways for patients. In the past, Wokingham CCG always managed to work within its budget despite being the lowest funded CCG in the country. If this initiative doesn't work then it is likely that things may revert back to a Health Authority type of structure and services will be cut.

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The NHS is in crisis, not only because of lack of funding, but also because of staffing. There aren't enough GPs or nurses. Doctors are leaving the profession, retiring early or simply just giving up medicine due to the enormous pressures put on them. This inevitably puts more pressure on those remaining. Trainee doctors do not regard general practice as a desirable career path - partly because hospital doctors are more revered but also because of the well known pressures on this 'poor relation' .

Primary Care - this includes general practice. GPs are independent contractors to the NHS working under the GMS contract. They are paid approximately £146 per head of their registered population by NHSE to provide all medical care a patient needs for the year - clearly this is insufficient especially if patients are sick and visit the GP practice several times during the year. Practices can increase their income by providing enhanced services which are over and above the standard services GPs should provide eg fitting coils, insulin conversion for diabetic patients. We do participate in many enhanced services which enables us to provide a better level of care to our patients but this also increases the administrative burden on the practice.

Date of Next Meeting: 25 September 2018 6.30pm