

SWALLOWFIELD MEDICAL PRACTICE

Patient Group Meeting

Minutes

26 March 2018

Action

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

Apologies: Jim, Jess

2 **Welcome**

Roberta welcomed everyone to the meeting, in particular Simon Taylor and Jonathan Ruddle who have both recently joined the PPG.

3 **Minutes of previous meeting**

were reviewed and approved

4 **Long Term Conditions**

Claire Scott, Diabetic specialist nurse and Care and Support Planning Coordinator for Berkshire West CCG gave a short presentation to the group regarding Long Term Conditions and the management of patients with such conditions in general practice.

Swallowfield is a beacon site and is one of the first in the area to try this initiative. By involving the patient more in the care and management of their conditions it is hoped that the end result will be a reduction in the number of visits patients make to the practice over the course of a 12 month period. It sounds simple in theory, practice is always a little different. We already do this for our diabetic patients and our aim is to roll this out to diabetic patient who have COPD/Asthma initially - so instead of coming for their diabetic check one month and their asthma review 3 months later they will, instead have these appointments combined. The initial appointment will be with an HCA to collect the necessary data. This will then be collated and reported back to the patient in a meaningful fashion so they have time to digest the information before their review appointment with the nurse 2-3 weeks later

30% of the population have 1 or more LTCs - this number increases with age. 50% of patients feel that they are involved in their care, whereas 85% of clinicians feel that they do involve patients - some disparity here - but only 40 - 60% of patients feel that they can manage their condition well. We hope that with a better understanding of their conditions this percentage will increase.

We hope to get our LTC recall system up and running in April/May 2018 - we need to ensure all nursing staff involved have received adequate training to equip them for this

5 **Staff Updates**

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One receptionist, Laura, is going on maternity leave on Thursday 29 March. We have a new receptionist, Val, who will replace Laura's hours plus more allowing for the increase in demand. It takes at least 2 years to train a receptionist - they do far more than answer the phone and book appointments. They are the first point of contact for a patient and do signpost patients as best they can, to the most appropriate clinician - an area which we will continue to publicise more in newsletters etc.

We also have a pharmacist starting on 3 April - Beena Patel- Parker. Beena works for the CCG and will be with us on Tuesdays and Fridays - her major remit will be to undertake medication reviews. This will free up GP time. Community pharmacies don't do medication reviews but they can offer advice eg on medication and reactions. Unless they have been commissioned to provide additional services many community pharmacies will not offer consultations eg looking down at sore throats etc

6 **Newsletter**

WDB indicated that he had had several positive comments from his patients about the newsletter.

Articles for the summer:

Hypertension - Mike

111 - Sandy

Pharmacists - Sandy

Travel Vax - Fran

Success of AI team and Minor injuries units - Fran

Use of different clinical staff - Fran/Sandy

LTCs - Fran

Use of Private online GPs - tba

FL/SS/
RS/MH

7 **NHS Choices**

We have a 4.5 star rating on NHS Choices but only 3.3 on Google - 12 reviews some of which are not complimentary. Having reviewed other practices, we score fairly well on the Google reviews in comparison. EG Brookside 2.4, New Wokingham Road 2.74, Wokingham Medical Centre 1.8 Roger suggested getting in touch with the moderator to have these removed as they are very old.

Fran suggested that PPG members go online to add their own review of the practice

all

9 **AOB**

Roberta attended the PPG Forum meeting at which members were informed that the CCG would no longer pay for survey monkey. It was suggested that practices could contribute £50 each to cover the cost. Jonathan indicated there were other free survey tools available. At Swallowfield we do our own in house survey every other year - this is a national, paperbased survey. The results of this were discussed at the last meeting - copy of this attached here

Date of next meeting: 25 June 2018

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