

SWALLOWFIELD MEDICAL PRACTICE

Patient Group Meeting

Minutes

24 September 2018

Action

1 **Present:** Sandy, Simon, Fran, Jess, Roger, Will, Jonathan, Jane

Apologies: Dave, Roberta, Jim, Mike, Angela, Shaun

2 **Welcome**

Sandy welcomed everyone to the meeting

3 **Minutes of previous meeting**

were reviewed and approved

4 **Staffing Updates**

I has been a busy quarter regarding staffing. In August we welcomed Helen Knipe who is the new dispensary manager. Helen has lots of experience both in general practice dispensing and in the research and commercial world of pharmaceuticals and the Partners are sure she will be a great asset to the dispensary and the practice team. A new salaried GP is starting in October - Dr Debbie Milligan. Dr Milligan is very well known and respected in the Wokingham area. She has been senior partner at Loddon Vale and is currently a salaried at Woodley as well as a board member of the CCG. We are very luck to have attracted her and hope she enjoys working with the team at Swallowfield.

At the end of September we are saying farewell to Fran Leafe, Bonny Croker and Beena Patel-Parker. Both Fran and Bonny have worked at the practice for many years and will be greatly missed. The practice introduced the role of a clinical

Also in August we had our first trainee GPs - these are doctors who have gone through many years at medical school and have decided to specialise in general practice. We have been lucky with our 2 placement GP registrars Dr Kaur and Dr Weston, both of whom have been really keen and want to return to Swallowfield to finish their training if possible. We have no say in who we get though - this is decided by the Deanery in Oxford. Dr Ansari is the trainer and has lost 1 clinic per week due to this as he gives tutorials and manages the trainees e portfolios.

Organising the trainees' rotas is quite an onerous task but all Partners feel that this is the way forward for us and is a way of future proofing as recruiting good GPs is always difficult.

5 **Newletter**

Ideas for the winter edition - xmas closures, prescription ordering, winter ailments, self help, flu and NHS 111 etc. Jonathan agreed to help with the layout for this next edition and Sandy will look out previous articles and liaise with him. Fran will send Jonathan previous winter editions for info. Copy deadline mid Nov to allow time for editing before sending to Swallowfield Parish News for inclusion.

6 **PPG Secretary**

With the departure of Fran there is a gap in the PPG Officers for a secretary. Fran has carried out this role for the past 9 years. Various solutions were discussed and Jonathan kindly agreed to do the minutes/agenda for the next meeting in December at which this topic will be discussed again. Many practices have found their PPGs disbanding as support from within the practices is becoming harder and harder due to pressures on current staff. However, CQC do like to hear about PPGs and the practice is keen to keep our PPG going.

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7 PPG - engaging with the community

Jonathan, as the newest member of the group, was interested to learn what exactly the role of the PPG is. Ours has traditionally been practice driven - we wanted the PPG to be a communication arm for the practice, an information service reaching out to the wider community. Other PPGs have been the 'patient voice' bringing back common themes or issues to the practice for discussion. It is not a forum for individual complaints or issues. We discussed whether practice complaints should be discussed at the group meetings - we have done this on an annual basis but it was agreed that it might be useful to do this at each quarterly meeting. Dr Beacham will seek agreement from his partners in readiness for the next meeting in December.

The idea of doing a small patient survey was discussed - The practice does have a patient reference group with over 1100 members. However, there are issues with confidentiality and data protection and the practice would be unable to let the PPG have access to this data unless it was within the surgery and under strict control. An alternative solution proposed was to speak to patients on an individual basis eg at a flu clinic, just to find out what they think of the practice. Jonathan and Jane both volunteered to be present at the flu clinic on 29 September - short, open questions needed. By way of an introduction newsletters can be handed out too (Fran will produce more).

8 AOB

Roger wanted to know what the future was regarding Shinfield. Dr Beacham replied that the small surgery in Millworth Lane will remain as a branch of Swallowfield Medical Practice. Some refurbishment is needed. The other medical centre in Shinfield is currently home to Shinfield Medical Practice. We did apply to relocate our branch surgery there but after more than 2 years of negotiating we pulled out in April/May this year due to the exorbitant rents applied to the property. Talks are ongoing with the council and property developers over the location of a medical centre in either Shinfield or Arborfield. It is estimated that Swallowfield Medical Practice can manage a patient population of 15000 between its main site and 2 branch surgeries - our current patient base is 12630.

All PPG members thanked Fran for her hard work and commitment to the group over the past 9 years since its inception and Sandy presented her with a gift and flowers as a token of appreciation. And Fran didn't cry!

Date of next meeting: Monday 10 December 2018 6.30pm

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