

SWALLOWFIELD MEDICAL PRACTICE

Patient Group Meeting

Minutes

11 May 2015

- | | Action |
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| 1 Present: Dave, Mike, Roberta, Fran, Sandy, Jane, Roger, Rosemary, Dr Beacham
Apologies: Jim, Dr Hegarty | |
| 2 Welcome
Roberta welcomed everyone to the meeting | |
| 3 Treasurer's Report
The account is now closed. It was agreed that the balance of £427.09 should be paid to the practice to cover some of the recent invoices relating to the maintenance of the automatic doors - which is what the account was set up for originally. Invoices over and above this amount have already been received and paid by the practice since installation and a further invoice for £275 is awaiting payment. The practice has agreed to fund the cost of future NAPP subscriptions on behalf of the PPG | FL |
| 4 Newsletter ideas
Ideas for the summer newsletter - to be ready for end of June (if not before) =
- flu clinic advertising
- sunburn (Sandy)
- Diabetes and healthy eating (Julia Bourne)
- Dispensary - staffing and any developments in dispensary (FL/AB)
- minor illness clinics (FL/JAB)
- CCG Progress report (WDB) | FL/SS |
| 5 Appointments of officers
- this will be discussed in next meeting. If anyone would like to stand for either chair, vice-chair or secretary (no treasurer anymore) please could they let Fran know prior to this meeting | all |
| 6 Impending CQC visit
Originally scheduled for April - June, we are now expecting to be visited between July and October.... It would be very useful to have the Chair or ANO available to speak to the inspectors on the day. The report by the PPG members is very positive and will be included in our CQC information pack - thanks to all who took the time to observe and report back. The format of the day is still not known but the inspectors will certainly be looking at procedures & protocols, they will speak to patients, as many GPs & staff members as possible and patients. They will be observing activities throughout the day. | |

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7 CCG Forum & CCG Update

Sandy attended the last CCG Forum meeting in March where the main topic of discussion was Neighbourhood Clusters. The idea is to align medical and social services, introducing named keyworkers for areas such as housing. Since that time the CCG has moved this forward and Dr Beacham informed the group that the CCG is now concentrating on 2 areas: Urgent Care Centres and Care Planning for patients with Chronic Conditions. SMP is in a cluster with Shinfield and Brookside with Dr Beacham as the lead for the Cluster. With Urgent Care the idea is to have a fixed centre where patients from anywhere within the cluster can attend with an urgent problem. They will have to phone 111 initially and then they will be directed to the Urgent care Centre if appropriate - this will not be a walk-in facility. This will allow practice based GPs time to spend on their chronic patients. A pilot scheme will take place initially within normal hours ie 8-6.30pm

Chronic Condition Care Planning - to enable GPs to do this effectively they need more time to manage the patients

CCG Survey - to be drafted by Tony Lloyd - questions re bowel screening, pharmacies, flu uptake

8 Dispensary/staffing update

We are currently short by @50hrs per week in Dispensary based on the numbers of prescriptions raised/dispensed. We had already identified a shortfall but this was exacerbated by a member of the dispensary team leaving at short notice. We have advertised and interviewed but have not been successful in finding the right calibre of person to appoint to the job. We will continue to advertise but in the meantime our current staff members are working additional hours to try and manage the work as effectively as they can. The dispensary manager, Dr Beacham and practice manager are all visiting a practice on 13 May to look at using electronic prescribing and other features within their clinical package which may save time. This will require some investment of both time and money but once the system is set up we hope it will improve efficiency.

9 Minor Illness Clinics

Julia Bourne has undertaken a minor illness course and we are proposing to start her with her own short minor illness clinics in June - initially Monday and Friday. This will take the strain of duty doctor with patients being directed to her via reception for urgent on the day conditions such as conjunctivitis, sore throats/ears, rashes, UTIs etc. She is not able to prescribe yet but is undertaking that course in January.

Date of next meeting 13/7/15 6.30pm

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