

SWALLOWFIELD MEDICAL PRACTICE

Patient Group Meeting

Minutes

30 November 2015

Action

1 **Present:** Willm, Dave, Roberta, Fran, Sandy, Jane, Mike, Roger,

Apologies: Jim, Rosemary

2 **Welcome**

Roberta welcomed everyone to the last meeting of the year

3 **Newsletter Update**

Thanks to Dave and Sandy for their work on the Winter 2015 edition - now ready for circulation.

Ideas for Spring: CAB, Alcohol awareness, Role of HCA in the practice, organisation structure of SMP, what is a dispensing practice?, Easter opening hours. hayfever, Day in the life of Duty Doctor

Email - current PRG membership is 834, 505 patients have signed up to receive newsletter via our website, plus Loddon Reach & Swallowfield PC newsletter circulation list of @5000.

Mike is keen for us to increase our email circulation by actively emailing newsletters to those patients whose emails we have (although we do need consent for this.)

4 **Staff Update**

Dispensary is fully staffed now - we had a new trainee dispenser, Lisa, start in September. She will start her dispensing qualification in January which takes approximately 12 months to complete. Sue H has just finished her course and now has to complete 1000 hours in dispensary before she is able to dispense alone and check others work (all dispensed items are double checked by a qualified dispenser). Zillah has nearly completed her 1000 hours...

We have still been unable to recruit a salaried GP and were let down by a locum who we thought would be with us for 3 months in January. Instead we are hoping to recruit an additional minor illness/practice nurse - though initial advertisements have not yielded much reaction!. Needless to say, our clinicians are going to be stretched over the winter months. We have increased phlebotomy clinics and HCA clinics where we can - funds and room availability limit us.

5 **CQC**

Still no news - but we are expecting an inspection in the coming months. We will get 2 weeks notice... Inspectors would like to speak to member(s) of the PPG as well as patients and staff.

6 **CCG Forum**

Roberta attended a meeting on 19 November - Tony Lloyd was appointed chair, Sharon Connolly is vice chair. Next meeting is on 7 January at Brookside.

7 **Commissioning News/Extension**

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The Shinfield contract will be re-procured from July 16 on a 3 year term. We have decided not to bid for this, It is likely that BHFT will bid. Our current list size is 11558 and we will expect that to rise to 15000 with infill building in the area. Our plans to extend the Swallowfield Surgery are going ahead with applications for funding underway. Once approved and built this will provide us with an additional 3 consulting rooms and secure storage for medical records, as well a separate IT room. Once plans have been finalised we will hold a local neighbourhood meeting to discuss our plans with those directly affected by the building works.

8 **Complaints review**

The written complaints received by the practice during 2015 were discussed with the PPG members. Non clinical complaints relating to dispensary have been reviewed by the practice and remedial steps taken. There will be ongoing monitoring in relation to staffing levels and stock levels. Complaints regarding clinical care have been investigated and actions taken by clinicians have been appropriate on all occasions.

9 **Patient demand v supply**

An informative and productive discussion ensued regarding the issues we have over patient demand. Several areas were discussed:

- The CCG are examining processes in secondary care which result in patients being redirected back to their GP for an onward referral to a different discipline - creating extra workload and demand for GP appointments
- Apps - the IT department of the CCG are working on health apps for specific demographics
- NHS 111 - using NHS 111 as a filter for all calls to general practice thereby signposting patients to alternative services if appropriate
- Cognitive computing systems - using computer programmes to aid self-diagnosis and refer to relevant specialism. This would be an NHS wide solution requiring investment but using IT in this way would be a major step forward.
- At a practice level one solution is to reduce demand through continued health promotion and increase the email uptake of our newsletters.

DONM: Monday 15 February 2016 6.30pm

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