

SWALLOWFIELD MEDICAL PRACTICE

Patient Group Meeting

Minutes

9 May 2016

1 **Present:** William, Dave, Roberta, Fran, Sandy, Rosemary, Roger, Mike

Apologies: Jim, Jane

2 **Welcome**

Roberta welcomed everyone to the second meeting of the year

3 **Dispensary Update**

Mike and Dave reported back to the group on their visit to dispensary, at the request of the practice. In their consultancy capacity they were asked to examine systems and see if there were simple ways of improving efficiency within the department. Areas identified include use of space available, communications with patients, message systems, interruptions due to telephone ordering, reauthorising of scripts. They spoke with dispensary team members and management and came up with some simple suggestions which have since been put forward to the Dispensary Manager and her team for further examination and implementation. The Practice would like to thank both Dave and Mike for their time and input which has been very valuable and insightful

4 **CCG Forum Update**

The CCG are now responsible for fully commissioning services. A new committee has been formed - the Public Committee - which will meet 3-4 times per year. The committee includes GPs, lay people, members of Healthwatch and will form smaller working groups.

The notion of Cluster working is still continuing but focusing more on social care rather than GP working

Using NHS 111 as a front line triage service for all practices in the area is still being investigated. It is hoped that introducing this type of triage system will filter non essential users thereby freeing up appointments for those patients who really need it. More discussion is being had around this idea.

Urgent Care Centres is another suggestion to increase access - larger centres would operate as a central base for the area and this will be manned by a rota of GPs

MH services seem to be improving with more counselling available

5 **Staffing update**

Phyll Read retired at the end of April after 26 years as a cleaner. We now have 1 employed cleaner and a contract cleaner. Anne has settled in well as a practice nurse and will start her acute illness training in September. We are at full strength with regard to GPs currently

6 **Newsletter**

Sandy, Fran and Dave have worked on the Summer edition of the newsletter - a few edits on the online access article are needed before publication. Ideas for the Autumn newsletter include Flu (listing all eligible conditions) National Carers Week, Childhood Illnesses, 'Ask your Pharmacist'.. Copy deadline 6 Sept

7 **Extension plans**

The planning application has been approved for the extension. Funding is still awaited. We are 6th on the list of priorities in Berkshire so fingers crossed we will get it. Funding will only cover part of the build cost, the Partners will have to fund the balance

Action

Fran/Sandy/Dave

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8 **CAB**

The CAB is not well utilised at SMP. Dr Beacham is liaising with the Parish Council over continuing this service here.

9 **Community Navigator**

Fran will invite Steve McSweeney to the next meeting to discuss the role of the Community Navigator so that we can promote this service more widely to our patients.

DONM: Monday 5 September 2016 6.30pm