

SWAN PRACTICE PPG

MINUTES FOR MEETING TO BE HELD ON

WEDNESDAY 10 October @ 7.30PM

The Centre, Verney Close, Buckingham (Old Red Cross Centre)

1	Welcome & Introductions	Present Hilary Osgerby, Pam Pitchforth, Sandra Drew, Gail Daffurn Barbara Smith, Vera Smith, Vinesh Mistry, Becky Pryse, Graeme Johnston, Joe Smith, Margaret Dean, Sophie Rudolph, Jonathan Greenhough, Jennifer Laws, Stephen Long, Debbie Ratu, Emma Hughes, Jane Smith, Susan Cole, Pam Mears, Eileen Turner, Lynn Mazillius, Els Otten, Diane Mason, Allan Lawrence, Andy Mahi, Katie Fricker
2	New Members & Apologies	Apologies Sarah North, Mike Vince, Robert Secret, Carol Penny Christopher Kennedy, Julie Anderson, Margaret Place, Alison Giggins. No new members attended the meeting.
3	MINUTES OF THE PREVIOUS MEETING 10 May 2017	The minutes were agreed and signed as a true reflection of meeting
4	Practice update <ul style="list-style-type: none">• Clinical team• Reception team• Admin team• IT team• Dispensary team	Clinical team –Becky Pryse There is a new phlebotomist called Helen Emma has passed her practice nursing (primary care) qualification exams. We interviewed for two additional doctors today; both appeared to be excellent Carol Matthews will be retiring in December Brian Wagstaff paramedic, Shelley Wagstaff and Helen McMorran (practice nurses) have all passed their minor illness diploma There will be 4 flu clinics on Saturdays at North End. There will also be some afternoon/evening clinics, some at Steeple Clayton and some flu jabs will be done during routine appointments where possible.

		<p>The nursing team is visiting the house bound and will do the injections there, which is quite innovative.</p> <p>Reception team There are five new receptionists which has taken the total up to 23. They all move across the sites so that they get to know each location, each other and the patients well.</p> <p>We are looking to move to one telephone number but that won't happen just yet; there are lots of pros and cons for doing it so it is under discussion.</p> <p>Dispensary team The Go Live date for electronic prescriptions is 29 November; there will be no paper prescriptions any more. Prescription requests will go to the patient's appointed chemist directly. We do have a concern that online pharmacy businesses will take business away from our dispensary but we hope that won't be the case. **post meeting notes this date has now been postponed and we will let you know when updated</p>
5	Appointments access update (discussion around the 'reality')	<p>Becky and Vinesh explained that the same day service is not without issues and that it is definitely a work in progress. A lot of patients have been seen on the day that they call.</p> <p>Routine appointments can be seen more readily and from the doctor's point of view working in the "Any Day Service" is far more manageable. Doctors can plan longer appointments and she has found that she can plan visits more in advance. The problem is that if someone like Becky who is part-time, takes her turn at the same day service, then she can only see her own patients on one day per week.</p> <p>On Friday afternoons when the demand steps up, appointments for people will only be made after speaking to the doctor first (telephone triage).</p> <p>The system is being tweaked as it progresses.</p> <p>Hilary explained that the problem she had experienced was that she did not</p>

	<p>Please try to look at this in advance for an example of a practice communication strategy</p> <p>http://ivygrove.org.uk/help.html http://ivygrove.org.uk/movie1.html</p> <p>Also attached is a letter that our LMC has suggested GPs might circulate when they make a referral to hospital clinics. Please take a look so we can discuss.</p>	<p>need the same day service but the general appointments were so far away that it was too long to wait and she believes that patients will opt for the same day service for that reason. It is ok to wait a week but two or three weeks is too far away.</p> <p>Becky had asked PPG members to view a video which has been made by Ivy Grove surgery to explain to patients the financial constraints that GP surgeries was under. Becky asked for our comments on the video. The Video received mixed reviews including some of the content being perceived as negative and the tone being whiny and irritating. However the signposting parts of the video which showed patients how to access healthcare without necessarily having to see a doctor was found to be very beneficial. The part of the video which explained how GPs income had fallen was deemed to be very contentious.</p> <p>It was suggested that perhaps the next meeting could be a brainstorming meeting where we could create a list of the difficulties the GPs face with their workload to help patients have a better understanding of the pressures involved. It was suggested that perhaps an online survey should be created.</p> <p>Becky asked if we agreed with the letter that we had been asked to look at. The PPG felt this would be very helpful so that patients would know what to expect the consultant/hospital to do for them and not to be detracted by being told that a particular task/prescription was for the GP to sort out when in fact this may not be the case.</p> <p>**post meeting notes the BMA have produced this leaflet that the partners would prefer to use: https://www.bma.org.uk/about-us/patient-information/referral-to-a-specialist</p>
		<p>The planning application for Lace Hill has been submitted to the District Council it will be a three-storey building. Some patients have issues with travelling to the site, as it is out of town. The current buildings across three different areas are not fit for purpose. The practice currently has 30,000 patients. The present size of the combined sites is only suitable to accommodate 20,000 patients and the practice is growing year on year at</p>

7	Any Other Business	<p>The planning application for Lace Hill has been submitted to the District Council it will be a three-storey building. Some patients have issues with travelling to the site, as it is out of town. The current buildings across three different areas are not fit for purpose. The practice currently has 30,000 patients. The present size of the combined sites is only suitable to accommodate 20,000 patients and the practice is growing year on year at about 5%.</p> <p>Debbie further explained that currently they are working with other public bodies to look at different sites across the town for providing services (part of https://www.local.gov.uk/topics/housing-and-planning/one-public-estate) for example holding a surgery at the public library, to accommodate those who have difficulty in travelling out of town.</p> <p>The new surgery will be a very flexible space with the ability to rent out rooms to people such as the Citizens Advice or maybe the Police etc. The Bucks Healthcare Trust and MK University Hospital are interested in the possibility of holding some clinics at the new site to prevent people from having to travel to High Wycombe and Milton Keynes. The new surgery will provide a wider range of High Tech quality care, it will be a new model of care with everything on one site. Hilary asked if there were any plans to close the Steeple Claydon site and Becky categorically said that there were no plans whatsoever to do this.</p> <p>Stephen explained that when he was the practice manager at Haddenham, there was a public outcry about the new location of their surgery. However after one year of patients enjoying the new amenities provided by the new site, all objection ceased. A volunteer car scheme was setup to help patients with difficulties to get to the new surgery. The public bus route was also re-routed so patients could get to the new surgery. Becky suggested that once the planning consent has been received and the financing of the new surgery formalized, the idea is to have a public engagement event to show the patients the benefits that the new site will provide including a lot of parking!</p>
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	Any other business	Pam explained as we never use our bank accounts the bank is trying to close it down. It was agreed unanimously to do this and to pay the money into the practice account. This will eventually be used in the future for any expenses. Becky informed us that on Saturday, 11 November a festival of health care is taking place in Buckingham to celebrate the 125 th anniversary of community nursing. It will take place from 10 'til 3. Shelley will be involved.
6	Date of next meeting	The next meeting is on 29 November at the old Red Cross building at 7:30 pm.