



SWAN PRACTICE PPG

MINUTES FOR MEETING

WEDNESDAY 11 NOVEMBER 2015 @ 7.30PM

NORTH END SURGERY, BUCKINGHAM

1	Welcome & Introductions	Present: Hilary Osgerby, Pam Pitchforth, Graeme Johnston, Becky Pryse, Sandra Drew, Andy Mahi, Tony Carroll, Allan Lawrence, Christopher Kennedy, Katie Fricker, Julie Anderson, Gail Daffurn, Rita Andrew, Joe Smith
2	New Members & Apologies	Apologies: Angela Macpherson (resigned), Sarah North, Vera Swift, Eileen Turner, Morva Bonthorne, Fi Walker, Lynn Mazillius, Carol Penny. No new members were present.
3	MINUTES OF THE PREVIOUS MEETING 9/9/15	The minutes of the previous meeting were agreed and signed.
4	Practice update: a) General Progress report b) Operations c) IT Update d) Staffing Changes Any other practice issues including progress with new phone system	<ul style="list-style-type: none">a) Becky and Julie reported that things are going quite well at the moment. They admitted that the practice had gone through a difficult time during the summer but it had definitely improved in recent months.b) The new phone system appears to have made a massive difference. The practice can now look at the stats and one morning they took 426 calls, the norm is around 225! They reported that most of the feedback has been positive. The big problem currently is a shortage of nursing appointments. The trainee nurse had finished and a Practice Nurse is still on maternity leave. Once it is known whether or not she is returning to work, the practice can move forward and recruit if necessary. Becky also stated that they are trying to work smarter to overcome the problems.c) Becky informed us that the new version of EMIS will be coming out in March and this will introduce booking nurses' appointments on line. The problem is that currently the appointments are standard times but they need to be variable.

		<p>d) Three receptionists are also needed and so far six have been seen, three of which are very good candidates so Becky and Julie are hopeful of filling the vacancies.</p> <ul style="list-style-type: none"> • No changes have taken place in the dispensary, other than the temporary person has now left. • Becky told us that because the waiting room is sometimes too crowded, staggered surgery start times are being introduced. • Becky also reported that the online appointment take up is growing slowly and that the repeat prescription on line service has seen the biggest uptake.
5	<p>Dr George Gavriel An introduction to himself An introduction to Care and Support Planning for long term conditions (eg https://youtu.be/pTIV3Zazt_Y)</p>	<p>Dr George Gavriel was welcomed to the meeting. He introduced himself and explained the areas of general practice that are of most interest to him. This includes Care & Support Planning, which George explained with the help of a short video. This is a preferred method of treating patients with a long term condition and the idea is that it empowers people to help themselves to deal with their illness. This was introduced into the Meadowcroft Practice, whilst George was there and for patients suffering from diabetes, there was a 10% improvement in their health. Gail volunteered to become one of the first patient's at this practice to follow this method of care.</p>
6	<p>Care Quality Commission (CQC) Inspection Preparation Scope of Inspection Extent and duration Feedback to date Timetable for Report Acknowledgements</p>	<p>Becky reported that the CQC inspection had taken place and had gone well. It had been a very hard day with lots of preparation but everyone felt very proud and all had given a good account of themselves. Becky added that the surgery currently had a very good vibe. The inspectors visited Steeple Claydon surgery. This was unexpected, as prior to that day, branch surgeries were not normally visited, however, the rules changed on that day! The visit had gone well.</p>
7	<p>Friends and Family Test update</p>	<p>The Friends and Family test had got the best results ever with 93% of the patients saying that they are likely or very likely to recommend the practice to family or friends.</p>
8	<p>Winter Flu Campaign</p>	<p>Becky explained that as of this year, pharmacists are now able to give NHS flu jabs free of charge. The problem with this is that the NHS failed to warn any of the GPs. Consequently, practices have over ordered vaccines and also, they now no longer know which patients have been vaccinated and which have not.</p>
9	<p>Patient data, Patient Access and records - update on EMIS Possibility of a wider patient meeting about this? (RP)</p>	<ul style="list-style-type: none"> • The EMIS update is covered in a point 4. • Becky asked how we felt about having a public meeting with the PPG present. No one objected but we explained that we had tried it several times and it had not proved successful. Becky explained that she had also previously held some meetings and

		<p>with the correct publicity and subject matter, they had proved to be very successful. Her meeting on the menopause had been packed!! Becky also explained that the CCG has a youth champion working with it and wondered whether we could tap into her. Graeme suggested that we hire the big hall and Gail suggested that we could ask some school nurses to see if they could find some students who may be interested in working with/joining the PPG. It was agreed that this would take place after Easter and would be some time in April.</p>
	<p>Any Other Business (including planner next speaker for meeting RP)</p>	<ul style="list-style-type: none"> • Graeme suggested that we ask Carol Penny to ask someone who is involved with the Community Care Service in Buckingham to come and speak at the next meeting. The over 75s Commissioning service has just started in this area. This targets those who need a little support eg those who have just come out of hospital, or those who need help setting up prescription orders etc. It was suggested that someone might come and speak about falls prevention at another meeting. • We have had enquiries from two potential new members and Becky is going to pass on Graeme's contact details. • It was asked if the volume on the monitor in Steeple Claydon could be increased. Someone is going to investigate. • Tony asked if there was a quality reporting function available as he knows of an 89 year old lady who has a new Zimmer frame which the wheel fell off more than once and caused her to fall over. A quality reporting website address is to be emailed to Hilary. • It was also asked if anything could be done to ensure it was possible to have a private conversation with a receptionist at North End, as the reception is very open and it is proving difficult. Becky and Julie reported that this is being looked at. • Pam told us that she and Rita will be putting up a PPG Christmas tree in the Christmas tree display at St Michael's Church in Steeple. She invited all of us to go along and see it.

	Dates of forthcoming meetings in 2016	10 February 27 April 22 June 14 September 9 November
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