

Swan Practice PPG Minutes
Wednesday 10th February 2016.
Northend Surgery, Buckingham

1. Welcome & Introductions.

Everyone was welcomed by Chairman Graeme, when all present gave a brief introduction of themselves.

Present: Graeme Johnston, Sarah North, Joe Smith, Lynn Mazillius, Eileen Turner, Becky Pryse, Tony Carroll, Vera Swift, Christopher Kennedy, Carol Penny, Andy Mahi, Pam Pitchforth, Fi Walker, Julie Anderson.

2. New Members & Apologies.

Stephen Long, Dr. Amabelle White, Margaret Dean & Sophie Rudolf.

Apologies :~ Hilary Osgerby, Rita Andrew, Gail Daffurn, Robert Secret, Katie Fricker, Tracey Largent, Shelley Wagstaff & Sandra Drew.

3. Minutes of previous meeting of 11th November, 2015

These were agreed and signed, to be passed onto Hilary.

It was noted that Robert Secret had stressed the importance of pneumonia vaccinations but this point was omitted in the last Minutes. There had been a good uptake of the vaccinations.

4. Practice update.

Dr. Iain Quiney will retire at the end of April and Dr. Amabelle White will join the Swan Practice in August, 2016. In the meantime locum doctors will be asked to fill the gaps.

Also, with great sadness, Becky reported that a trainee nurse Ginette, who was with the practice for a while, had recently died. All the staff were shocked and saddened.

Julie said that all seemed to be going well with the new phone system, and for patients to know where they are in the queue is a huge bonus. In addition, Northend Surgery now has two checking-in screens and the software has been updated.

Becky, Graeme and Fi were among those who conducted interviews to recruit our new GP. It was good that Graeme was representing our PPG.

Summary Care Record is going live on 1st April. This will greatly benefit those such as A&E, Out of Hours Service, Ambulance staff, Mental Health &

Hospitals should a patient be taken into their care. Patients can opt out of this system, if they so wish.

Recruiting is now taking place for a Dispenser and a Phlebotomist. Julie told us that all three new Receptionists were settling in and doing very well. Sheila, a staff member from Masonic, will retire in March. Becky said that lanyards were being worn by staff following the 'Hello my Name Is' campaign.

Dr. George Gavriel is involved with setting up a long term care and support plan, at present covering dementia and diabetes, starting on 1st April. This should enable patients to be more in control of their own illness. Help may be needed from PPG members.

5. Appointments Committee

Christopher, being our PPG representative on the committee, asked if anyone analyses the system, to be told that Morva monitors the whole process. Monday, as we would expect, is their busiest day.

State of The Nation~January, 2016.

This was a review of the past year, where many topics were discussed. The main topic on each table was the possible extension of North End Surgery. Several options were brought to the fore and extension plans, in their early stages, had been drawn up. This would provide more space both internally and externally.

It was agreed that most patients would want to keep the town centre practice. However, immense disruption would inevitably take place during the extension process.

Another possibility would be to occupy part of the proposed Lace Hill surgery/building where parking would be plentiful. An alternative could be to use both venues.

6. CQC Inspection.

Becky reported that all the staff had worked so hard to prepare for the inspection. She felt a small amount of disappointment that Outstanding was not awarded but the practice overall was very pleased with the results. Stephen said he thought it was a very commendable outcome. The next inspection will be due in 3 years.

7. Winter Pressures.

Julie reported that this really had not happened, and that the surgeries were busy all year round.

8. Patient Online Access Update

Julie told us that still only 6% of appointments are made online and that she and Becky suggested we try to arrange a "wider" patient meeting to promote

the benefits of using Patient Access. Maybe PPG members could come along with the relevant staff to help “spread the word”. Possibly messages could be put on surgery screens.

9. **Any Other Business**

Pam asked how the Christmas Drop-In Centre went and was it worthwhile. Becky reported that the Pryse family worked together and had seen approximately 7 patients during their opening hours, so it had not been a waste of time.

Carol will speak to Care Community to ask if someone is willing to give us a talk at the next meeting.

Date of our next Meeting-Wednesday 27th April.