

SWAN PRACTICE PPG

MEETING HELD ON

WEDNESDAY 18th April 7.30pm

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

1	Welcome & Introductions	GDJ	Hilary Osgerby, Pam Pitchforth, Fiona Walker, Andy Mahi, Steven Long, Pamela Mears, Carol Penny, Barbara Smith, Mike Vince, Margaret Place, Diane Mason, Els Otten, Sandra Drew, Gail Daffurn, Kay Bradley, Alison & Peter Giggins, Eileen Turner, Shelley Wagstaff, Brian Wagstaff, Graeme Johnston, Dr Alison Banks, Dr Rebecca Pryse, Jennifer Laws, Sarah North, Sophie Rudolf, Emma Hughes, Sharon Hanley, Digital Transformation Project Manager, Bucks CCGs.
2	New Members & Apologies	GDJ	Dr Katie Owles attended for the first time. Apologies: Margaret Dean, Lynn Mazillius, Robert Secret, Rita Andrew, Debbie Ratu. Christopher Kennedy has resigned from the PPG with immediate effect.
3	MINUTES OF THE PREVIOUS MEETING	All	Margaret Dean's apologies had been received for this meeting but were mistakenly omitted from the minutes.
4	Introducing Dr Katie Owles	Dr Katie Owles	Dr Katie Owles attended the meeting and introduced herself. She told us a little bit about her background and specific areas of medical interest and Graeme welcomed her to the meeting.
5	AskNHS and NHS111 Triage service	Fiona Walker & ?? from ??	Fiona has sent a video earlier in the day about the new AskNHS Triage app for mobile devices. This system uses Bayesian logic to copy how a skilled person would narrow down the possibilities to arrive at the best solution; the suggested course of action for the patient. You are asked a whole series of questions and if at the end the system decides that you need an appointment, it will offer an appointment in a suitable timescale, for direct booking, without having to call the surgery. This is currently being trialed and Fiona asked us to watch the video and have a go to see how we got on. A few members had had a

			<p>go during the afternoon but were a little afraid to go to the end in case it was live and caused any problems with appointments etc. As you can't book SDS appointments on line, this may be a viable alternative if an appointment is required urgently. It is hoped that the system will launch at the end of May.</p>
6	<p>Update from the Practice Paramedic</p>	Brian Wagstaff	<p>Brian gave us an update on this service and it is going extremely well. He is making 12-13 home visits daily, often to the elderly and those needing palliative care. The service is going from strength to strength and patients are even asking for him by name now. All cases are debriefed after the calls or during visits as appropriate. Once he has finished his visits, he often comes back into the surgery and works on the SDS appointments. Brian is still studying and has one more year of training before he can be fully independent. He is now learning to prescribe. The idea of having a paramedic within general practice is catching on but The Swan Practice has definitely been a pioneer in implementing this service. The care navigation is extremely important as this helps to decide if Brian or a GP should make a house call. If patients won't give information to the care navigators then often Brian will call them back in the first instance. Brian explained that it was a huge leap of faith by the Partners to introduce this service but he was already well known to them due to his previous role and this helped to make the decision a little less difficult.</p>
7	<p>Practice update</p> <ul style="list-style-type: none"> • Update on launch of Same Day Service • Clinical team • Reception team • Admin team • IT team • Dispensary team 	Dr Alison Banks	<p>The SDS has been tweaked again because of the high demand for appointments. Fiona explained that they were being inundated with requests for SDS appointments on Friday afternoons and Monday mornings so now the duty doctor triages the appointments first. These appointments cannot be booked on line. A request was made for data on the length of an SDS appointment compared to an ordinary appointment and Fiona said that the SDS appointments which they thought would be shorter were not. Fiona was asked if you could book a longer appointment than the usual 10 minute slot and she said that you can book a double appointment if required. One of the doctors suggested that if you had a few things to discuss, you should write a list and let the doctor decide which is the most important. If you need a follow up appointment then the GP should give you a card to hand into reception to ask them to do this. Some of the PPG members expressed frustration that this wasn't happening and they were</p>

struggling to get follow up appointments within a reasonable timescale. Fiona stated that the practice is aware that if you don't want a SDS appointment, the option of an appointment within a few days is difficult and that the waiting time for an ordinary appointment can be weeks. A lively discussion ensued but as Fiona explained clearly, there are only a limited number of doctors, appointments and space and the practice feels that the combination of SDS and other appointments on offer is the best way of ensuring that as many patients can be seen as possible and certainly those who need urgent attention. As Dr Ben had explained in an earlier meeting this situation is not ideal but there is no real way around it given the limited resources available.

Clinical Team: Becky and Jonathan are leaving and we need to work out how to replace them. The recruitment process has started with interviews being held next week. A review of all the roles needing to be filled is currently taking place. A sub group has been set up within the practice to do this with George as the Executive Partner and Ben as his deputy.

Holly Underwood and Emma Read are having babies and we are currently advertising for a phlebotomist.

Reception: A new receptionist joined two weeks ago. We have one leaving and so an advert is going out. There are 24 receptionists now. Julie was asked what turnover was like and she responded that luckily it was very low.

Admin & IT: There is a new Care Coordinator called Louise. She was in the reception team and prior to that she was a nurse and midwife. This is a full time role. The team are moving offices in order to create more clinical space and the secretaries have moved into Masonic. One member of the PPG asked if Masonic House was up for sale and it was confirmed that it was.

Dispensary Team: A report had been prepared by Emma who could not attend.

- The Team is working hard to ensure all sites work to the same standard operating procedures.

			<ul style="list-style-type: none"> • Delivery service is still running really well with Jill the dispensary driver now working some shifts in the dispensary and is starting her qualifications in dispensary services • The Clinical Pharmacist who worked one day out of the surgery seeing patients for medication reviews has left us and we are currently interviewing for another patient facing clinical pharmacist. • I have been reviewing all aspects of the dispensary profitability. With clever purchasing and deals that have been made we are now seeing some healthy reimbursements
8	Any Other Business	ALL	<p>The question was asked, if there were any plans to close the Buckingham Hospital. It was reported that Dr Tina Kenny has assured everyone that nothing will change at the moment but pilots in Thame and Marlow have led to overnight bed closures. It was pointed out that it would be possible to rent beds in the new nursing home that is being built in Lace Hill and that everything that is currently happening at the hospital will happen at the new centre so the message is really to watch this space.</p> <p>Sandra asked if there was any news on the sponsorship of the new delivery van because she had found a sponsor but no one knew of any update.</p>
9	Date of next meeting	ALL	Tuesday 19 June at 7.30 pm.