

SWAN PRACTICE PPG

Minutes of the meeting held on

19 November 2019 at 7pm

The Centre, Verney Close, Buckingham

Present Graeme Johnston (Chair) Gail Daffurn, Sandra Drew, Diane Mason, Els Otten, Jennifer Laws, Dr Alison Banks, Emma Hughes, Dr Vinesh Mistry, Margaret Place, Debbie Ratu, Julie Anderson, Lynn Mazillius, Carol Penny, Andy Mahi, Eileen Turner, Barbara Smith (Secretary)

1 **Welcome and Introductions**

Dr Vinesh Mistry was welcomed by GJ , he talked about Group Consultations and also stayed for the rest of the meeting which was most appreciated.

2 **Apologies**

Apologies were received from Margaret Dean, Mike Vince, Pam Pitchforth, Sandra Pratt, Sophie Rudolf, Sarah North, Shelley Wagstaff, Brian Wagstaff, Louise Ellis, Alison Giggins, Pam Mears

3 **Minutes and Matters Arising**

The minutes of the September meeting were agreed.

The agenda covers matters arising.

4 Practice Update

Clinical Team

There are fewer locums at the Practice now as those on maternity leave are returning . Emma Fish will now spend more time at Steeple Claydon. Dr Mistry gave a brief history of how he came to be at the Swan Practice and the extent of his current role. As well as doing consulting sessions he is, amongst other responsibilities, a GP trainer, the joint Clinical Director of the PCN. He has a particular interest in keeping the elderly healthy, encouraging services to work together and introducing innovative ways of efficiently using resources.

Reception Team

Two new members of staff have recently started, Melanie and Julie, both of whom are experienced and are settling in well as members of the team
Recruitment of a Reception Team Leader is currently under way
A trial is to be carried out where GPs could text a patient awaiting a telephone consultation offering an appointment. This would only be done with the patient's prior consent to such communication. The trial is expected to start at the end of this month.

Administration

The new structure is bedding in: Morva is leaving at the end of the month as she is moving away from the area. The role of Practice Manager will not be filled as the new structure is bedding in well however a Rota Administrator is being recruited to cover this vital and complex role.

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Dispensary Team

There are no changes

Congratulations to Louise Ellis for her efforts in obtaining the 'Investors in Carers GP Standard' awarded by Carers Bucks recognising the effort and commitment by the Practice in identifying and assisting and supporting Carers who provide unpaid care in the community.

5 Flu Clinics

Attendance at the Buckingham clinics was 480 on the first Saturday and 800 on the second Saturday. On the second occasion there were more 'Walk ins' than people who had booked in but failed to turn up.

At Steeple Claydon the first Tuesday was 400 and the second was 300. A number of people took advantage of the chance to check Height, Weight and Blood Pressure whilst attending the clinic. Many were also pleased with the cups of tea or coffee which were provided.

Thanks were given to those few members of the PPG who were able to help providing refreshments. The short notice of the dates is due purely to uncertain delivery dates of the flu vaccine.

6 **Group Consultations**

Dr Vinesh Mistry gave an outline of a new initiative being proposed for the Swan Practice, that of Group Consultations. This involves patients with the same condition, for example diabetes, being in a peer support group. It is envisaged that the group would consist of 6 to 10 patients and a facilitator. It is important not to let the group become too large as it could inhibit participation. The first meeting of such a group would be led by a trained facilitator and would establish the ground rules of how the group should work and expected behaviour. A clinician would join the group when it was settled.

This would be used for chronic and/or long term conditions and would be entirely voluntary on the part of the patient.

It would give newly diagnosed patients the opportunity to talk to those who have had a particular condition for some time, perhaps exploding myths or offering general coping advice, tapping into experience is seen as a major benefit.

There is the probability that this could free up some clinical time.

The current idea is that this option be offered when a regular checkup letter is sent out, but this is by no means fixed as yet.

Finding the space for such group is a problem and PPG members were asked to suggest any suitable venues. This sort of activity does not have to take place at the surgery.

At all stages it will be made clear that although everyone is encouraged to join the groups it is not compulsory.

7 **Forthcoming Meetings**

As well as the scheduled January meeting these are the available dates for meetings next year :

Tuesday 17 March

Wednesday 20 May

8 **Any Other Business**

Nick Stewart will come to the next meeting to talk about the **Appointments System**. He hopes to answer any questions on specific features and statistics, it would help if he could be aware of questions beforehand.

Please send your questions to admin.theswanpractice@nhs.net

This email address should also be used for any feedback and queries.

9 **Date of Next Meeting**

The next PPG meeting will take place on **Wednesday 22 January at 7.00pm** in The Centre. Verney Close.

Have a very Joyous, Peaceful Christmas and a Happy and Prosperous New Year.