

PPG Meeting Minutes

Wednesday 6th March 2019 18:30-20:00

In attendance: Laura Dransfield-Forsythe, Dr Henk Mulder, HF, HB, JM, BW, RC, AH, MH

Apologies: TW, MK, DW

Healthwatch Presentation – Robyn Dorling & Isobel Jonas.

“We are the independent national champion for people who use health and social care services. We’re here to make sure that those running services, and the government, put people at the heart of care.

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

We focus on ensuring that people’s worries and concerns about current services are addressed.

We work to get services right for the future.”

Presentation and information given on the three plans in place/upcoming: The Rights to Access Project (Homelessness), The NHS Long Term Plan & Wellbeing Survey. For further information see handouts, poster or visit www.healthwatchwarwickshire.co.uk.

Previous Minutes

Not yet received.

Practice & New Build update (Dr Mulder)

PPG Meeting postponed due to Warwick District Council Committee Meeting which took place on 26th February. Passed! Thank you to those who supported our application with written letters and attendance. New building on the old Police Station site to be ready within 18 months (all being well).

Recruitment

Dr Mulder will be doing less sessions/hours from the end of April. Dr Chauhan leaves us in April. Louise Masterson (Operations Manager) is back from Maternity leave as of 1st April. New Receptionists Katie, Terri & Alison have all joined since our last meeting. Nurse Amanda left us and Julia has joined our Nursing Team. RC praised a recent appointment he had with Julia – Going the extra mile!

Provision of Insulin Pumps

Dr Mulder confirmed that insulin pumps for diabetics were issued by Warwick Hospital, not GP practices.

Training sessions for Emis use

Training session for Online Access – Emis. Is it something there is an interest in? We could set that up if so. Meanwhile any questions relating to Online Access please call Reception.

Extended Access – GP+

Amanda Colton from SWGP is attending the surgery to run a training session with our Reception team on 11th April. There are now 6 hubs around Warwickshire – Leamington Spa, Southam, Wellesbourne, Kenilworth, Alcester & Stratford upon Avon. Our GP+ service offers appointments on weekday evenings from 18:00-21:00, with daytime appointments available at weekends. To be booked through your GP surgery.

CHIEF Meetings

HF has forwarded all information via email.

Walking Group

Unable to do currently. Many safety issues involved. Kenilworth walking group is open to all – not just patients if anyone is interested in joining. Discussed a possible collaboration with a local community centre. The Gap? Brunswick Hub/Waterside Medical Centre? Chase Meadow? Roundabout, Courier and other news?

CQC

The Care Quality Commission attended the surgery on 19th February to carry out a routine inspection. Thank you HF for your input. Report of findings due within 6 weeks of inspection date. We will publish the report as soon as we receive it.

Music at CRS

Feedback that the music being played, especially at Cape Road Surgery, is too loud and unsuitable. Unfortunately music must be played to aid with confidentiality with the current layouts that we have. However, the volume of this is to be looked into.

Next Meeting date

Wednesday 12th June 18:30 – 20:00