

PPG Meeting Minutes

Wednesday 12th June 2019 18:30-20:00

In attendance: Louise Masterson, Laura Dransfield-Forsythe, Dr Nick Yeats, HF, TW, HB, JM, MH, AH, MK, RC, DF & AH.

Apologies: MP, BW & DV.

Introductions

Previous Minutes

All received. HF read through.

Practice & New Build update (Dr Mulder)

Tender is currently out to construction companies, contract to be in place for building to start in August. Looking to be open for November/December 2020 if time scale goes to plan. Discussion on car parking and design of the building.

Recruitment

New Receptionist Alison joined the team, previously worked at Cape Road Surgery so might be familiar face to some. New Health Care Assistant Rachael and Practice Nurse Harriet joined us in early June. Welcome to them all.

Primary Care Networks

Encouraged to form Networks, which are a collaborative of surgeries based on area. Funding in future to go to the Networks. Our Network, Kenilworth and Warwick Network are made up of 2 Kenilworth surgeries (Abbey Medical Centre and The Castle Medical Centre) and 3 Warwick surgeries (Priory Medical Centre, Avonside Medical Centre and The New Dispensary) with a total of 60,000 patients. Dr Nick Yeats is the Clinical Director for our Network. There are 7 Networks within South Warwickshire. Employing of shared staff such as a Clinical Pharmacist and Social Prescriber. Influence over the Hubs ultimately.

Patient participation with Networks to help influence. Networks only set up in January so early days but to watch this space from 1st July. All to be worked out as to where patients can have their input. Feedback to represent all of society.

Discussion about the success of the drop in café in Alcester. They have seen a drop in the need for GP appointments since its introduction. If interested in something similar, PPG to help facilitate this.

Discussion about the suicide rates of ex-servicemen. These patients have been flagged up and the NHS treats them favourably. There is national guidance on this.

Feedback PPPG

HF circulates all minutes and notes from PPPG meetings to those contactable by email. Recent email to have included Pharmacies with late opening times near the Extended Access Hubs – Laura to add to the next Newsletter.

Phones/VOIP

No decision made as of yet to use the new VOIP telephone system. Watch this space.

Healthwatch standing conference feedback

HF has requested the slides from the meeting to pass on. Not yet received. The conference outlined the new Network system and encouraged those within their PPG's to get involved early. Currently too early at present. Those that attended found Lord Hunt's input invaluable.

HB commented that the previous Healthwatch handouts we were given at the last PPG meeting were difficult to understand due to the amount of jargon. Suggestion to feed this back to them.

Health Walks Leaflet

New leaflet on Health Walks in Warwick district available in surgery waiting rooms. Laura to send out via email and post to PPG group.

CQC

The Care Quality Commission attended the surgery on 19th February to carry out a routine inspection. We received an overall rating of Good. We will publish the report as soon as we receive it.

NHS App

NHS App now live. Available on the App Store. With this app you're able to book telephone call backs for advice or for an appointment with your GP on the same day. Helpful if unable to call in. Available for GP slots only currently. Similar to Patient Online Access and sign up at the surgery is through the same process. Louise to provide more information to the PPG. Presently more information on the surgery website.

GP Shortage

Huge in the press currently. Due to higher workload. How can we help? Drive an interest in people. Primary Care Networks to help with this as those specialty roles employed can take on some of the workload.

Next Meeting date

Wednesday 11th September 18:30 – 20:00.