

SWAN PRACTICE PPG

AGENDA FOR MEETING TO BE HELD ON

WEDNESDAY 10th May 2017 @ 7.30PM

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

1	Welcome & Introductions	Graeme welcomed everyone to the meeting. There were no new members.
2	New Members & Apologies	Apologies were received from Margaret Dean, Carol Penny, Katie Fricker, Robert Secret, Sophia Rudolf, Lynn Mazillius, Debbie Ratu, Eileen Turner, Mike Vince, Becky Pryse
3	MINUTES OF THE PREVIOUS MEETING 11 th January 2017	The minutes of the previous meeting were agreed with a note that Katie had made a point to say that only the external signage at the SC surgery had been updated. However, it was mentioned that it would now appear that the internal signage had been updated too?
4	Clinical Methods Course – teaching medical students	<p>Dr White explained that 3rd year clinical students will now be seeing patients, with their permission. This will be prior to your GP appointment. You may be asked for permission to video your consultation. This is a very important part of a students' 'on the job' training. The practice is very keen to support this.</p> <p>Another aspect of the training that the practice is keen to support is with 1st and 2nd year medical students. They will see a patient for one hour and then see a second patient. The purpose is to develop skills in understanding how patients with complex conditions behave during consultations. This is part of their Clinical Skills Foundation Course. Dr White asked that if any patient is keen to volunteer would they please let her know. The practice will select patients with relevant conditions who are willing to help.</p>

5	<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	<p>The new system is now up and running as of 26 April 2017. Both the Same Day Service (SDS) and the Any Day Service (ADS) are going well. The ADS is now able to offer a better continuity of care. One surprising feature is that the SDS consultations are lasting as long as the ADS consultations. The waiting room times have gone down. The waiting times on calls has gone up but that is because the reception teams are now asking more questions in order to direct the patients more appropriately.</p> <p>There are some SDS appointments at SC but it can't be guaranteed. Appointments can still be made on line but the balance has changed, as you can't make an SDS appointment on line.</p> <p>The reception team has been trained in depth and there should be consistency with the questions asked in order to navigate the call. There are red flag conditions such as diabetes & chest pains but the reception team do not triage.</p> <p>There have been some bad days, as the reception team is not at full strength but there have been some good days too. There should be no need to ask people to phone back tomorrow. PPG members had used the new system and so far the feedback was excellent. There had been a lot of discussion/comments on social media notably the Buckingham What Matters website. Mr Mahi however, stressed that this website was not an official website of the council.</p> <p>The clinical team had nothing to report this time.</p> <p>The nursing team has just recruited a new nurse practitioner, Ashleigh Morrissey who will be working on the SDS team. There are currently 14 nurses with Emma Fish, just going off on maternity leave. Emily Moss will be covering the leave. Emily is now to become a permanent member of the team. Emma will come back so there will be and extra 6 GP sessions.</p>
---	---	---

Brian is now permanent, having officially become so at the end of March. Of all the urgent home visits that he had done, only 3 had required a GP follow up.

Julie explained that the reception team had appointed 2 new receptionists, Jane Hannah has started this week and another lady who is a medical receptionist elsewhere will be starting in two weeks' time. There is one more vacancy to fill. This brings the total to 24 receptionists.

No major changes to the admin team were reported. The secretarial team however had moved to Verney Close bar one who is based in Steeple Claydone and IT had moved around a bit as well. There is now a team of 8 as a new person has just joined.

Most of the admin team is based at the Masonic. The practice management team is there, as are finance and IT. There are now over 100 people employed at the practice with wages now being over £1,000,000 per annum. There are 13 partners and 4 salaried GPs.

The phones are not yet working as they should be so IT have been very busy. The IT behind the SDS is very complex. (Have I got this right?)

One of the dispensing team has just started maternity leave and another has retired. 2 new members of staff have been recruited, one from a practice in Woburn and another from Boots. There are now 15 dispensers and one driver.

The practice has 29,000+ patients.

6	Discussion on 'Out of Hours' Service – what would we realistically want	<p>Dr Pryse asked what we would realistically like from an out of hours service and following a long and constructive discussion members generally responded as follows:</p> <p>A local service at weekends, for even a brief window on Saturdays and Sundays, even if not in Buckingham.</p> <p>No one expected their own GP to be necessarily available.</p> <p>Access to their notes to be available.</p> <p>A healthcare professional to be on call, rather than someone who had just been given a script to read as in 111 calls.</p> <p>The ability to give clinical advice to people with worrying ailments which were not severe enough for a visit to A&E.</p>
7	Any Other Business	
8	<p>Date of next meeting</p> <p>Tuesday July 11th</p> <p>All from 7.30 pm to 9 pm.</p>	

Members present:

Graeme Johnson
Dr Amabelle White
Dr Jonathan Pryse
Alison Giggins
P Giggins
Sarah North
PamPitchforth
Hilary Osgerby

Andy Mahi
Jonathan Greenough
Barbara Smith
Margaret Place
Sandra Drew
Pam Means
Lynne Richards
Emma Hughes
Brian Wagstaff
Shelley Wagstaff
Stuart Long
Morva Bonthorne
Julie Anderson
Allan Lawrence