

SWAN PRACTICE PPG

MINUTES FOR MEETING HELD ON

WEDNESDAY 22 June 2016 @ 7.30PM

NORTHEND SURGERY, BUCKINGHAM

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| 1 | Welcome & Introductions | | Graeme welcomed everyone to the meeting Present: Tony Carroll, Pam Pitchforth, Morva Bonthorne, Graeme Johnston, Gail Daffurn, Carol Penny, Andy Mahi, Hilary Osgerby, Lynn Mazillius, George Gavriel, Sandra Drew, Katie Fricker, Allan Lawrence, Stephen Long, Sarah North, Sophie Rudolph, Margaret Dean, Vera Smith |
| 2 | New Members & Apologies | | No new members were welcomed on this occasion. Apologies: Robert Secret Eileen Turner, Rita Andrew, Christopher Kennedy, Joe Smith |
| 3 | MINUTES OF THE PREVIOUS MEETING | | The minutes were read, agreed and signed as a true record of the meeting. |
| 4 | Practice update: | | Becky explained that things should quieten down a little with the summer holidays soon starting. The recent results from the Friends and Family survey indicated that 94% of the patients would recommend the practice to their family and friends. This is consistently high within the locality and CCG. 3 new doctors starting: Dr Ammabelle White - Already there but becoming a partner. Charlie Drury - starts 4 July Vanesh Mistry starts in August The practice is also increasing the number of trainees that it is taking on from 1 to 3 this year. Graeme explained that he had been on the interview panel and both the new doctors stood out and were smashing young men and strikingly good. A new nurse and healthcare assistant have been recruited. Both have had |

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| | | <p>hospital jobs and have great CVs.</p> <p>A delivery service is starting up and a driver has been employed and will start in September. This is just for housebound patients at the moment, either permanently housebound or temporarily, following surgery or illness. The Data and IT Administrator is leaving but someone will be employed to take her place.</p> <p>Jo, one of the receptionists has been elevated to a Care Co-ordinator role. She will be responsible for ensuring that relevant patients have care plans in place. Care and support planning is becoming proactive and is enabling patients to plan and manage their own care. Eg nurses going to visit patients with dementia and signposting all the services that are available to them and agencies that can help them.</p> <p>Shelley and some of the other nurses are working with the diabetic patients going and speaking to them about their condition.</p> <p>The big news (which was confidential at the time of the meeting but should be public knowledge by now) is that the Swan Practice is amalgamating with Verney Close. I attach the letter from the Practice Manager at Verney Close to their PPG. All the information is contained therein.</p> <p>The announcement will be on the website next Wednesday and letters from the NHS to the patients at Verney Close are going out on 25 June.</p> <p>Verney Close PPG is online. The Practice Manager sends them emails when she wants their help and opinions.</p> <p>The Lace Hill site discussions are still on going. The Contract has been signed with MK Hospital to provide dialysis. The idea is to be able to do things at this site jointly with the hospitals and GPs without having to go to MK or Stoke Mandeville. Such things as Diabetes, Dermatology, ENT. The services need to be agreed and contracts signed. The building will be designed around these services. There will also be a nursing home at the site.</p> <p>Plans will be submitted next year. The project will be started around</p> |
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| | | | <p>Jan/Feb and it should take 3-5 years to get the finished building.</p> <p>Gail commented on how lucky we were to have such a forward thinking and innovating practice and all the PPG agreed.</p> |
| 5 | <p>Wider public PPG meeting in the early summer - please bring ideas about</p> <ul style="list-style-type: none"> • topics to present/questions to answer • changes to discuss • style of meeting • widening PPG membership? • and anything else you would like to suggest | | <p>This has been planned for 12 October to coincide with the joining of the practices. The GPs will put on a united front. There will be presentations about training, a Q&A session, come and tell us what you think etc. This should be led by the PPG who will invite the doctors to speak and the public to attend. It will be a good news day! It will include what we do now and what we hope to offer in the future. Becky to ask John Harvey to put an invitation on his Buckingham Matters website. It will also need to be well advertised.</p> |
| 6 | Parking at Steeple Claydon | | <p>It was agreed that Morva will write to Angela MacPherson and ask her for some help and advice. It was agreed that putting up signs would move the problem elsewhere. It was also agreed that it is really a matter for Highways and not the Practice.</p> |
| 7 | Bereavement Survey | | <p>Becky explained that the practice was obliged to create a Bereavement survey for patients and carers to complete after the death of a loved one. Stephen asked if there was a pilot study regarding this sort of survey. Becky explained that they were going to use the National Voices Survey. They would identify patients who had had a care plan in place before they died. The survey will be sent six months after the person has died. Becky would like us to read it and check if we think it is appropriate and pass comments back to her. I attach it again for your convenience. (Originally send on 10 July 16). Carol asked if the bereavement group she runs could comment on it and Becky said yes.</p> <p>Becky explained that every quarter, all the circumstances surrounding a patient's death are reviewed to see if anything could have been improved upon. This will be used to identify to whom the survey should be sent. A wide range of responses is needed.</p> |
| 8 | <p>AOB Next meeting Change of venue</p> | | <p>Carol asked whether there were any plans to re-open the day centre. Becky said that Oxford Healthcare is the providers and it had said that there were not enough referrals. Carol said that she found it very hard to</p> |

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| | | <p>believe that there were not enough people with dementia in the area to need the centre. Becky stated that none of the doctors even knew there was a day centre. Only 100 hundred patients are registered as having dementia at the practice. We were all pretty shocked by this number which we felt was very low. Becky said that she would ask the CCG about it.</p> <p>Hilary said that she had had a suggestion passed to her from the suggestion box at SC. The lady was unhappy at having to ring at 8am for an appointment. Hilary is to respond by telling her about on line booking (she provided her email address in the form) and also to tell her about 12 October public meeting.</p> <p>Andi asked the question whether the screen had too much information on it. We felt this was a valid point and perhaps it should just be initial and surname. Becky told us that they had never received any complaints about this.</p> <p>The meetings for the forthcoming year will be as follows:</p> <ul style="list-style-type: none">14 September9 November11 Jan8 March10 May12 June <p>The wider public meeting will be held on 12 October.</p> <p>It was also mentioned that we will probably be moving the meeting venue to a room at the university or community centre but this is to be confirmed once it has been organised. We all agreed that are getting too big a group for the surgery.</p> <p>Graeme, Jo and Carol went to the PPG meeting in Aylesbury Vale. Luke Burton is the Head of the CCG and the patient involvement lead. He said that patient involvement is a good idea and he is going to start it! Graeme</p> |
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