

SWAN PRACTICE PPG

AGENDA FOR MEETING TO BE HELD ON

WEDNESDAY 9th November 2016 @ 7.30PM

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

1	Welcome & Introductions GDJ	Graeme welcomed members old and new. Margaret, Jennifer and Alison were introduced. Also Lesley Simpson was our speaker for the evening.
2	New Members & Apologies GDJ	A list of those in attendance and apologies are at the end of the minutes.
3	MINUTES OF THE PREVIOUS MEETING 14 th Sept 2016 All	The minutes were agreed and signed as an accurate record of the meeting.
4	Practice update <ul style="list-style-type: none"><input type="checkbox"/> General merger feedback<input type="checkbox"/> Clinical team<input type="checkbox"/> Reception team<input type="checkbox"/> Admin team<input type="checkbox"/> IT team<input type="checkbox"/> Dispensary team<input type="checkbox"/> Appointments committee RP & team	<p>The flu clinics are now $\frac{3}{4}$ of the way through. The two sessions went very well with a good atmosphere and interesting stands. The hardest group to get to attend are those with abdominal or liver problems - these groups are more at risk than those with respiratory problems.</p> <ul style="list-style-type: none"><input type="checkbox"/> Becky fed back on the merger which she said is going well and that the computer systems have now merged.<input type="checkbox"/> The nurses are working closely to get all the systems integrated.<input type="checkbox"/> Patients are readily moving between sites as need be.<input type="checkbox"/> Staff are getting used to working at all three sites.<input type="checkbox"/> The problems with the phones at Verney Close have now been resolved.

		<ul style="list-style-type: none"> <input type="checkbox"/> The IT systems have now been updated. A few problems remain but they are aware of them. <input type="checkbox"/> A whole new phone system is due at the end of November. <input type="checkbox"/> There are a number of new patients keen to sit on the appointments committee. <input type="checkbox"/> A Paramedic called Brian is joining the practice for 400 hours up until March. He will be based at Verney Close and will co-ordinate care plans and do urgent visits. <input type="checkbox"/> The Partners are having an away day from the practice to discuss strategy – ie access, Lace Hill. <input type="checkbox"/> It is still not possible to book nurse appointments online due to software problems – not flexible enough to cope with variable length appointments <input type="checkbox"/> There are now 7 secretaries across all sites <input type="checkbox"/> With regards to receptionists there are discussions ongoing as to whether they should ask patient if the call is urgent. This is so that the receptionist can be signposted to either the nurse, paramedic or doctor. <input type="checkbox"/> The dispensary deliveries are going well.
5	<p>Wider public PPG meeting 12th October – review and reflection ALL</p>	<p>Graeme said that he was very proud of the Doctors Pryse and Dr Gavriel who fielded all questions excellently. Marian Lynch, Deputy Medical Director of NHS England was present. She was very impressed and said it was the best public meeting she had attended, so well done! She felt that the openness was fantastic. It was felt that a future meeting one year on, rather like the State of the Nation, would be good.</p> <p>Notes:</p>

		<ul style="list-style-type: none"><input type="checkbox"/> A venue with better access would be good<input type="checkbox"/> There needs to be more seating<input type="checkbox"/> There needs to be one or more roving microphones
6		<p>Lesley Simpson who is involved with Care and Support planning at the CCG, gave a very informative talk. Lesley spoke about the new approach of engaging patient groups in the treatment of their long term conditions – the largest groups being diabetics and those with dementia. There is a new mindset to involve the patients in their management of the conditions – handing the setting of care objectives over to patients. ‘The Year of Care’.</p> <p>Consultation is now a conversation – patient knowledge is felt to be empowering. This approach will eventually be for all long term conditions.</p> <p>Questions arising:</p> <p>Not suitable for all patients eg dementia; carer would need to be involved.</p> <p>Who in the surgery would give out the results to patients? Becky assured us that this was done correctly.</p> <p>Lesley went on to say other concerns affect health ie money problems, carer concerns, anxiety. Becky said Jo Bramham is now Care Coordinator – she has good local knowledge. This was felt to be an excellent idea. Also CAB was most useful. The biggest problems generally are disengaged patients, also chronic pain sufferers.</p> <p>Becky pointed out that care can’t be continued when the patient becomes housebound – the call is handed over to the District Nurse on the team.</p>

	<p>Future meetings – topics</p> <p>ALL</p>	<p>Future meeting topics suggested include:</p> <p>Talks from the newer doctors and the Verney Close doctors.</p> <p>Meeting the new Paramedic</p> <p>Dementia friends.</p>
	<p>Any Other Business</p> <p>Date of next meeting</p> <p>ALL</p>	<p>It was suggested that there should be a list of ‘Who’s Who’ in all sites and on the internet.</p> <p>There are too many acronyms and too much jargon used. This should not happen.</p> <p>The Old Orchard next to the Steeple Claydon site has long been discussed and there is outline planning to build on it. Potentially it could be to build a new property and then sell the vicarage.</p> <p>The next meeting will be Wednesday 11 January 2017.</p>

<p><u>Present:</u></p> <p>Graeme Johnston Pam Pitchforth Rita Andrew Andy Mahi Sarah North Jennifer Laws Emma Hughes Becky Pryse Pam Mears Margaret Place Allen Lawrence Tony Carroll</p>	<p>Lesley Simpson Morva Bonthorne Carol Penny Barbara Smith Jonathan Greenough Sandra Drew Gail Daffurn Alison Giggins Peter Giggins Robert Secret Lynn Mazillius Eileen Turner Geoff Dalzell</p>	<p><u>Apologies</u></p> <p>Hilary Osgerby Christopher Kennedy Stephen Long Margaret Dean Mike Vince</p>
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