

SWALLOWFIELD MEDICAL PRACTICE

Patient Group Meeting

Minutes

13 July 2015

- | | Action |
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| 1 Present: Dave, Mike, Roberta, Fran, Sandy, Jane, Roger, Rosemary, Dr Hegarty
Apologies: Jim, | |
| 2 Welcome
Roberta welcomed everyone to the meeting | |
| 3 Newsletter ideas
Everyone agreed that the newsletter was becoming a very valuable information document and was being received well by patients. Well done Sandy! Suggestions for the Autumn edition: - Dementia & carers (FL), Staff (FL), Flu (FL) BP machine feedback (RS), Minor Illness clinic feedback (RS/FL), Minor Injuries units (DB/FL), Website feedback (MH), health promotion items (SS) | FL/SS |
| 4 Staffing update
The dispensary will soon have a full complement of staff - Gillian Hayllor has been recruited and starts full time in the middle of August. We also have a new receptionist, Juliet Devon working part time. Unfortunately there is no sign of a replacement GP. Despite constant advertising and the use of a GP recruitment agency we have had no luck in securing any interest. Dr Riddell continues to locum but hopes to stop in the Autumn. | |
| 5 Appointments of officers
Fran nominated Roberta as Chair and Sandy as Vice Chair. Roger seconded the motion and they were both voted in unanimously.
Sandy nominated Fran as secretary, seconded by Roger - again voted in unanimously. | |
| 6 CQC visit
Originally scheduled for April - June, we are now expecting to be visited between July and October...the still no information on the exact dates yet. 2 weeks notice will be given. Both Roberta and Sandy said they would be available during August for consultation with the CQC team | |
| 7 CCG Forum & CCG Update
An extraordinary meeting of the CCG forum was held in June at which 7 practices were represented. The reason for this was to discuss the way forward as a forum and the benefits, if any, of the group continuing. The constitution was discussed and a redraft has been circulated to all members. The members present at the meeting agreed that the format of the Forum meetings needed to change and would like the CCG representative(s) to speak initially on any updates & progress regarding the CCG. Then any other speakers can have a turn eg Healthwatch/RBH. The 2nd part of the meeting can then be dedicated to practice PPGs to update and network with each other and discuss best practice. | |

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The SMP PPG agreed that Roberta should report back to the meeting that the CCG Forum should continue to exist if there was to be added value in its existence. Without added value there was no point continuing

2 issues that were discussed at the recent meeting were the pooling of secretarial services in the RBH which has meant a dilution in knowledge and expertise across the board. There has been a huge problem with appointments being cancelled and reinstated at short notice then cancelled again... The other issue is that there is no complaints team anymore since the demise of PALS. Who do people complain to? It was suggested the CCG would be the first port of call but this would be a time consuming process and wouldn't achieve quick answers

Next forum meeting 3/9/15

8 CCG Forum Survey

A link to the CCG forum survey was emailed to the PRG group (@750 patients). So far there have been 64 responses from Swallowfield. The other PPGs in the area, apart from Wargrave, have had a very slow uptake. Closing date is 31 July. For those PPG members who haven't completed this yet the link is below

<http://www.surveymonkey.com/r/WAF15SWLone>

Once completed we will do our own analysis of SMP responses.

9 SMP improvements/extension

With the inevitable influx of patients into the area with the current and proposed new building, SMP as a practice undoubtedly gain more and more patients. We are currently bursting at the seams in terms of office and consulting space. We are looking at the possibility of extending the building into the current garden area, adding a storage room for the medical records and 2 additional offices. This would enable us to convert 2 existing offices in the main building into clinical consulting rooms. It would be helpful if the PPG could write a letter in support of our application which can be submitted along with our application for the improvement grant which would part fund some of the cost of construction.

All present agreed this would be an excellent idea and Roberta will draft a letter incorporating phrases like

' we support the practice extending its consulting facilities on the Swallowfield site. Additional building is needed on the existing site to meet anticipated demand because of population growth within the area. It would be of huge benefit to all of the patients especially the elderly and vulnerable who will be able to have easier access to clinicians. Public transport in the area is limited so enlarging the practice would be also ease issues over transport to and from branch surgeries.....'

Date of next meeting 14/9/15 6.30pm

RS