

SWALLOWFIELD MEDICAL PRACTICE

Patient Group Meeting

Minutes

16 February 2015

- 1 **Present:** Helen, Dave, Roberta, Fran, , Sandy, Jane, Roger, Rosemary,
Apologies: Jim, Jane, Mike
- 2 **Welcome**
Roberta welcomed everyone and thanked Andrew Price for attending our PPG meeting
- 3 **Treasurer's Report**
Balance remains at £427.09 - unfortunately HSBC want to close the account due to inactivity. A cheque will be raised for the balance which we can then use to start an alternative account elsewhere. Jane & Fran will liaise on her return from holiday
- 4 **Neighbourhood Clusters**
Andrew Price, CCG Manager, gave a presentation around the concept of Neighbourhood Clusters. The CCG commissions health services on behalf of the people of Wokingham - this includes community and secondary care, but not primary or specialist care which is funded by NHS England. Wokingham CCG work closely with Wokingham Borough Council and Berkshire Healthcare Foundation Trust as well as the voluntary sector and there are overlaps in service provision from these bodies. The idea is that these organisations collaborate together for some services to form a neighbourhood cluster with the aim of making service provision more patient centred. It is proposed that there will be 3 clusters in the Wokingham area - North, West and East. Swallowfield is part of the West cluster along with Shinfield and Brookside (Lower Earley). Each cluster is currently focusing on a particular area to develop and trial and, if successful these may be rolled out to other cluster areas. The West Cluster is concentrating on dealing with Urgent Care eg using the hub and spoke model - practices taking it in turn to hold emergency clinics at weekends for patients within their cluster... ? Westcall duplication??
If these pilots don't work then the CCG will rethink and look at other ways of improving services. Their budget is £300,000 drawn from the Kings Fund of £9million
- 5 **Appointments Issues**
Since the last meeting the demand for appointments reached a peak prior to Christmas. Additional funding has meant that we have been able to add extra appointments - we have engaged the services of Dr Riddell which increased the appointment capacity by over 400 in January. He is currently still with us, filling the gap left by Dr Wild who left at the end of January. In addition we have opened on Saturday mornings (currently every other week) giving us upto 50+ GP appointments and 14 extra nurse appointments each. This has all helped to ease the backlog. After Christmas we dispensed with the 2nd duty doctor in the mornings and this has worked well so far. However, disease in the community is rising again (hopefully not to the levels reached during November and December) so we will monitor the situation carefully to ensure the duty doctor does not become overloaded
- 6 **Recruitment**

Action

JG/FL

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Recruitment is a national problem. We have spent a substantial amount of money so far this year on recruitment and despite advertising widely both before and after Christmas we have been unable to appoint a permanent replacement for Dr Wild. We had one potential candidate who pulled out of the interview at the last minute. We will continue to advertise on the Local Medical Council sites but will not go to broader publications until June which is when the newly qualified GPs will start to look for positions.

7 **Newsletter**

Thanks to Sandy for her work on the newsletter so far. Ideas for other articles - travel vax, NHS 111 again, Info re Minor Injuries Units (Newbury, Bracknell) Distribution via the PPG members, with copies available in all 3 surgeries. Fran will also email all members of the PRG.

FL/SS

8 **Friends & Family Test**

This is a short questionnaire in which patients are asked if they would recommend the surgery to their friends and family. Please promote this with your friends - response so far has been slow and we would like to improve uptake.

Date of next meeting 11/5/15 6.30pm