

# SWALLOWFIELD MEDICAL PRACTICE

## Patient Group Meeting

## Minutes

5 December 2016

Action

**1 Present:** Dave, Roberta, Fran, Jane, Mike, Dr Beacham, Jess ( returning member), Ali (first time at meeting ), Angela ( new member)

**Apologies:** Sandy, Roger. Rosemary has moved away and left the PPG

**2 Welcome:**

Roberta welcomed everyone to the meeting

**3 Staffing update**

Fran - we currently have a full complement of staff. Dr Lyons is back from maternity leave, we have a new fully qualified Dispenser - Liz Byrne, and also an experienced full time receptionist who came from another local busy surgery in Reading - Izabela. Both started in November. Dr Dugmore will be going on maternity leave in February 2017.

**4 Dispensary update**

Following the review of the dispensary by Mike and Dave earlier this year some suggestions have been implemented such as a computerised database system to monitor prescriptions/medication that went to Arborfield and Shinfield. The reception area has been re arranged to allow a dispenser to work on prescriptions near the dispensary hatch. The opening hours of the telephone lines will be streamlined when our new telephone system is introduced in the new year. We have a full complement of dispensary staff and all are now qualified. Workflow has improved with dispensary in general.

Suggestion from Jane - please could we introduce again a piece of paper and a pen for patients to write prescription requests as they may have forgotten the slip for a repeat prescription

EPS- This will start at the surgery on Jan 14th 2017. Has been advertised in the news letter

**5 Enhanced Access**

SMP has signed up to this enhanced access service for 16/17 which will enable us to continue to provide increased capacity with extended hours clinics on at least 2 evenings per week and 26 Saturday mornings during the year. Saturday clinics would be with 2 GPs plus a Practice nurse clinic one week in every 4. There may be some flexibility with times of appointments offered during the year with early morning appointments from 7.30am being available later in the year.

All agreed this would help with demand for appointments and is meeting a need currently but are concerned that our GPs are going to be overloaded, and that the need will continue to increase with the burgeoning population in the practice area.

As part of our educational campaign a letter from the GPs was included in our Autumn newsletter which emphasized the burden on general practice and highlights how patients can be more proactive in helping themselves by using other healthcare providers. – but not A&E

Suggestion by Mike that maybe we need to have flyers in the waiting area with the numbers and details of where to go out of hrs and what constitutes emergency ( Life threatening ) - The winter newsletter has an article with similar information

**6 Newsletter**

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Fran showed everyone the new edition on the news letter - Winter 2016. Everyone happy with the content. Ideas for the spring edition - Cost of DNA's, cost of using out of hrs services. Mike suggested we look at the DNA figures as a % of our patient appointments, then review again in 3 months to see if there are any trends. Sandy will help with the Spring 17 edition. Angela will contribute an article about her positive experience at the urgent care centres. Deadline for the Spring edition will be mid Feb 17

AK, Sandy, FL

### 7 Extension Update

NHS England has approved some funding towards the new build. Due Diligence still needs to be done. WDB to have a meeting on Wednesday to discuss conditions of money being given by NHS England.

WDB

### 8 Telephone Messages

We will be having a new upgraded system in the new year. Fran read out all the new scripts for the messages. Everyone happy. PPG asked if they had any further suggestions - all happy with Fran's script and content.

### 9 PPG Forum

Roberta stated that the forum isn't working. WDB advised Roberta to speak to David Cook. The next PPG Forum is on 12.01.2017. Discussed that no benefit is being gained by attending the meetings. Swallowfield PPG agreed that we will not be sending a representative to the meeting in January.

All

**Date of Next meeting: 13th March 2017 - 6.30pm**

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Minutes

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