

SWALLOWFIELD MEDICAL PRACTICE

Patient Group Meeting

Minutes

11 December 2017

Action

- 1 **Present:** Dave, Roberta, Fran, Mike, Jess, Shaun
Apologies: Sandy, Jim, Jane, Roger, Angela
- 2 **Welcome**
Roberta welcomed everyone to the meeting
- 3 **Minutes of previous meeting**
were reviewed and approved
- 4 **Staffing**
we have a new trainee dispenser who started at the beginning of November - Chloe Martin. Bonny Croker has announced her intention to retire as dispensary manager at the end of September 2018. We are reviewing the current structure and will be recruiting well before Bonny leaves to allow time for handover. Dr Choudhry will remain with us until the end of June as a locum GP. We are also looking at using alternative clinicians eg pharmacists going forward.
- 5 **CCG Updates**
Roberta gave a synopsis of the meeting she attended of the Wokingham forum in October:
 - Emergency Care - there will be a triage system operating within A&E with a nurse directing patients to more appropriate services eg Minor Illness, Ambulatory care, primary care and frail/elderly care as well as A&E. The primary care stream is live already and ambulatory care due to go live shortly.

There is an ongoing project looking at patients who visit A&E 50+ times during the year. These patients are being reviewed to examine appropriateness of these visits to A&E. Many patients do not need medical care but are socially isolated and anxious and would benefit from other services provided by 'coach'. The highest users are aged between 35 and 50 and there are few support services for this age group

GP Alliance - practices within the Wokingham CCG have formed an Alliance - a legal entity which will allow practices to come together to bid for services. The government require a minimum population of 30000 - most practices are well below this and the only way to try to tender is to come together as a group. The alliance have their own website and already have a couple of projects on the go - paramedics doing home visits (in the northern parishes of Wokingham) and workflow optimisation training - training practice staff to handle various types of documents thereby freeing up GP time.

RBH - has undergone it's 2nd full CQC inspection which was much more collaborative and supportive than in in the first phase of inspections. RBH has now been confirmed as a Global Digital Exemplar. The hydrotherapy pool is to have its own heater installed. Talks re a medical school at the RBH have been deferred for 1 year.
- 6 **Newsletter**
Ideas for Spring = Diabetes, plus Q&A re common illnesses and when to see a GP. Mike is currently drafting an article - deadline beginning Feb
Article on mental health for summer issue.
- 7 **Extension**

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this is progressing well - shell is up, roof on. The Builders hope to knock through just before Xmas. Lots of medical records need to be moved to allow access. Logistically it will become harder as the internal work proceeds in the new year.

8 **Shinfield**

Still no further forward with this. We have had reports from the DV via the CCG and are now having to negotiate with the landlord re rents and service charges. There is no guarantee on the rent reimbursement by the CCG and there could be a potential shortfall of between £ 25-40k which would not make financially viable for us to go ahead

9 **Footfall**

This is our new website which we have gone ahead and procured this ourselves rather than wait for the CCG to fund. Stats in other surgeries have shown that it does reduce footfall into the practice though not necessarily the work as much of this is sent electronically. We will need to manage this and ensure our internal pathways are efficient - this we can only do once we have gone live. we will continue to monitor and develop to see where improvements can be made. We will go live with this on 8 January - a hard launch will follow in April once we have had time to bed the system in to our daily routines.

10 **My GP App**

This is a new app by Iplato who offer our texting service. This is now live and can be downloaded onto smartphones. This will allow patients registered with the practice to book certain appointments via the app and will direct patients to Patient Services if they want to order medication. It is easy to sign up to and easy to use. This has been approved by NHS England

11 **Patient Questionnaire**

During October 484 patients responded to a patient questionnaire. This gathered feedback about the practice and the clinicians themselves. We have used the same questionnaire over several years now so that we can identify trends both in the practice and at a national level. See attached analysis. SMP has scored above the national average in all areas and shows the same score or improvement on the previous scores for 2015 in all areas apart from the waiting room and chances of seeing a doctor within 48 hours. Areas for investigation include speaking to a practitioner on the phone, see GP within 48 hours, seeing GP of your choice, waiting room/reading material. We have produced an action plan - attached.

12 **Long Term Conditions**

We are acting as a Beacon site for another project we are undertaking which is rationalising the number of appointments attended by patients with long term conditions eg Diabetes, Asthma, renal disease. Many patients are on a number of different registers and their care could be co-ordinated in a more streamlined way to enable them to have fewer but longer visits to the practice for their various reviews. This is dependent upon having the right skill mix , with nurses having good asthma as well as diabetic expertise. We will start slowly with 1 or 2 disease areas and once our systems are sorted we can widen the net. Much work is going on behind the scenes to get ready for this in the new year.

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