

# SWALLOWFIELD MEDICAL PRACTICE

## Patient Group Meeting

## Minutes

18th March 2019

Action

1 **Present:** Roberta, Jonathan, Mike, Simon, Dr Beacham, Helen Knipe

**Apologies:** Jane, Dave, Jim, Angela, Sandy, Jessica, Roger

2 **Welcome**

Roberta welcomed everyone to the meeting

3 **Minutes of previous meeting**

were reviewed and approved

4 **Staffing Updates**

Shaun left the practice in November and the more traditional role of Practice Manager has been divided into two new roles: Admin/HR Manager and Finance Manager. Helen Knipe has been promoted from Dispensary Manager to Admin/HR Manager and Zillah Troughton has been promoted to Lead Dispenser. Andy Kessock-Philip has been employed as the new Finance Manager and comes from a financial/business background, with his most recent employment having been as Business Manager in a local school. Grant Streeter is acting as overall Business Consultant for the surgery.

Julia Bourne, Nurse Practitioner left at the end of February to move away from the area. This has had a direct impact upon appointments available especially those for Minor Illness. Two new nurses have been recruited and are starting in April: Jennie LeLeux (currently a nurse with Public Health England) and Kerry Scrutton (currently a District Nurse)

We also have two new members of the Dispensary Team - Georgia and Louisa who are both qualified dispensers and finally we have two new members of the reception team, both ladies called Karen.

We are also currently advertising and recruiting for a Paramedic Practitioner. This is a new role to the surgery however these practitioners are common across the NHS as a whole, and in particular in this locality. The Paramedic Practitioner will take over some of the minor illness work and they may also take over some of the visits from the doctors.

Our new Registrar GP has started - Dr Rosie Halfyard, who will be at SMP until her time with us ends in July 2019.

5 **Newletter**

It was decided that due to surgery commitments and changes the Spring newsletter would not be published. A concerted effort would be placed instead on the preparation and publication of a Summer newsletter instead. *Update: Helen has produced a draft version of a Spring newsletter - attached for PPG review and comment.25.03.2019*

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**PPG Secretary, Enhanced Services and Integrated Care Systems**

Helen is acting as Secretary for this meeting having provided the agenda and will prepare the minutes also. The committee discussed the Enhanced Access CES appointments which have been in effect since October 2018. The committee gave positive feedback on the extra appointments made available as a result of the Enhanced Access agreement and discussed at length the structure of this additional service, which includes shared input from and with Finchamstead and Brookside Surgeries. Integrated Care was then discussed which led on to a more detailed conversation regarding Primary Care Networks (PCNs)

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### 7 Primary Care Networks (PCNs)

Dr Beacham spent a considerable amount of time explaining the ethos behind PCNs and how these are intended to shape the future of General Practice. PCNs are groups of GP practices working more closely together, with other primary and community care staff and health and care organisations, providing integrated services to their local populations. From April 2019, individual GP practices will be able to establish or join PCNs covering populations of between 30,000 to 50,000 (with some flexibility). A DES (directed enhanced service) will support the development of PCNs and will cover a number of areas, including funding for the provision of additional workforce and services that the PCN will be required to provide. It was thought likely that SMP will join with Finchampstead surgery which is of a similar size, to form their own PCN. As the PCNs are still very much a work in progress there were no real action points arising out of the discussion other than for Dr Beacham to keep the committee updated as and when more information became available.

### 8 AOB

The committee was interested in the list size of the practice currently and how SMP has the capacity to deal with up to 15,000 patients as discussed at a previous meeting. Dr Beacham confirmed the capacity size of 15,000 patients relates to the physical size of the practice (number of consultation and treatment rooms etc)

The committee were concerned by the lack of appointments available for patients to book ahead. Staffing levels were discussed again and Dr Beacham assured the committee that a job description and subsequent advert had been prepared to recruit a paramedic practitioner to SMP. There had been three applicants received to date and the committee would be kept up to date with recruitment progress. The committee were very keen on helping patients understand why there may be some delays to routine bookable appointments with the GP of their choice. The committee requested a copy of the organisation structure for SMP and also a list of all appointments slots and types to see where the gaps were and how they could best help. Helen is to provide this information as soon as possible. The committee expressed some concerns with the information currently displayed on the SMP website. Helen explained the website is maintained by a company on behalf of the CCG and that she would contact them again with information for them to update. The committee then discussed future PPG meetings and the idea of holding them at more regular intervals rather than quarterly. Dr Beacham and Helen confirmed that they may not be able to provide physical practice participation at each meeting but will offer support as and where they can. The meeting ended at approximately 8pm.

**Date of next meeting: To be determined and confirmed by PPG**

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Minutes

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