

SWALLOWFIELD MEDICAL PRACTICE

Patient Group Meeting

Minutes

8 September 2014

- 1 **Present:** Dave, Roberta, Fran, Mike, Sandy, Jane, Roger, Rosemary,
Apologies: Jim, Helen,
- 2 **Welcome**
Roberta welcomed everyone to the meeting. Fran informed the group that unfortunately, due to home commitments, Judith has resigned from the group. Jim will become a 'sleeping' member, attending meetings when there is an important issue to discuss but having email input via Fran for any local issues that need actioning. thanks to both Judith and Jim for their support.
- 3 **Treasurer's Report**
balance remains at £427.09
- 4 **Hospital at Home**
Recently, Roberta was a trial patient for the new 'hospital at home' service which is due to be implemented in West Berkshire in the future. Initial issues were found with the pharmacy and these need to be addressed before the project can be rolled out. The CCG are working on a further Proof of Concept for late September involving 2 or 3 real patients and using existing staff. This will probably identify further areas which need to be worked on before going live long term. Staffing may be a problem as good, qualified staff are hard to recruit. The aim for full implementation is January 15. Patients for which Hospital at Home is suitable will be offered the choice of taking part or not - it is not compulsory.
- 5 **Appointments Issues**
Mike updated those who were unable to attend the meeting in July re the appointments issues at Swallowfield. Initial analysis has shown that appointments demand has increased and even though more appointments have been offered, patient demand outstrips supply. The number of patients who do not attend (DNA) has increased and there is a pool of patients who visited their GP more than 20 times during the last 12 months. Further analysis of these may help to identify those whose care could be managed differently, therefore freeing up GP slots. A further meeting is to be held on 17 Sept after further analysis has been done.
- 6 **SMP Update**
We have recruited a new GP - Dr Lucy Dugmore. She is newly qualified and will be working 7 sessions (full time is 9 sessions) - this is 2 sessions more than Dr Smith was working and should eventually give us and additional 32+ slots each week. Lucy will be starting on 29 September.
- 7 **Newsletter**
Thanks to Sandy, Fran and Dave for their work on the newsletter. Distribution via the PPG members, with copies available in all 3 surgeries. Fran will also email all members of the PRG. It was suggested that the website have a button to click enabling patients to access newsletters more easily - Fran will speak to Sal
- 8 **CCG Forum**
Dave and Sandy gave a brief update on the last forum meeting including an outline of the last CCG survey. Dave offered to precis the executive summary so that the results can be circulated to the PRG

Action

FL

DB

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Date of next meeting 1/12/14 6.30pm

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