

Patient Participation Group

May Lane Surgery

Minutes

Minutes of a meeting held on Thursday 28th February 2019.

Members Present:

David Thould, Rachel Sleigh, Rosalind Cameron-Mowat, Harry Atkinson, Shirley Hill, Lesley Cross, John Hobson, Phil Maynard (prospective member).

In Attendance:

Dr Michelle Doidge, Dr Simon Opher, Wendy Hunter (Surgery Manager).

Apologies:

Geoff Simms, Maureen Hebron, George Way, Joan Gummer, Marcia Heaven.

Minutes of Last Meeting

Matters Arising:

1) Clinical System Change.

Wendy Hunter explained that the changes to the system were complex due to there being two practices in the surgery which meant splitting a database. The work was nearly complete and the new system in operation will bring many benefits to patients.

2) Prescription Ordering.

Wendy Hunter explained that the pilot prescription ordering system that had been set up for the locality, although a success had not received further funding from the Clinical Commissioning Group (CCG). The ordering system is now back in house and soon prescriptions will be able to be ordered online. May Lane receptionists will process the orders.

The minutes from 28th June 2018 were approved.

Business:

Chris Osgood Thank You! - David Thould

David Thould reminded the group of a suggestion to show appreciation for the work Chris Osgood carried out as secretary. It was agreed that a good wine would be appropriate. Harry kindly offered to organise this.

Social Media – Rachel Sleigh

Rachel Sleigh commented that speakers give presentations to the cluster PPG and that information should be communicated on to the patients. What was currently coming out of the cluster group was minutes to the local PPG members. Rachel proposed that May Lane PPG revamped our Facebook presence to increase the content and raise our profile. Rachel suggested that we form a Facebook group and have PPG cluster group speakers and Wendy to post content ...

Wendy Hunter took the opportunity to say that this would be her last meeting as she was moving on to a different practice in March.

Dr Opher joined the meeting (12.40).

Dr Doidge said that the surgery is in the process of setting up a Facebook page.

John Hobson added that Phil Maynard had an advertising background and suggested that Phil and Rachel discussed this separately from the meeting.

Dr Opher gave an example of the usefulness of Facebook; 'If the surgery phones are down'.

Phil Maynard asked if there was a marketing and communications strategy. Dr Opher replied no, but there was a newsletter and a website undergoing redevelopment. Phil highlighted an area of potential confusion for new patients in that there were two practices Acorn and Walnut within the surgery. Dr Opher added that there were a lot of new patients due to recent building development.

John asked if Rachel would like to take over the Facebook page and Rachel agreed as long as she wasn't treading on anyone's toes.

Notes from Lesley Cross

(These notes cover items 2 and 4 on the agenda.)

2. Do housing proposals affect those plans for The Vale?

Lesley asked Dr Opher –“when The Vale was built 10 years ago presumably there was an equation used to reach the figures that 20 beds were needed for the population”. Has that equation been applied to the current situation including all the proposed additional houses to justify leaving us with 6 beds?

Dr Opher replied there wasn't an equation used 10 years ago and currently the calculations are looked at county-wide not just locally. He feels the Stroke Rehab Unit at least ensures The Vale will continue to be operational.

4. NAPP e-bulletin

1b PPG Awareness week 10th – 15th June. It was proposed to produce a leaflet and to promote this within the Surgery including notes on the screens. Also as and when the Facebook pages become operational it will be included on those sites.

3 Where does the practice display the latest CQC ratings?

Particularly as the Surgery has good reports it was felt effort should be put into displaying this.

6 Top tips for growing a thriving primary care network

Dr Opher said the Surgery is already operating a primary care network – in fact he has a Skype meeting booked immediately after this meeting. He feels this is what should have been happening for a long time.

7 Extra appointments

May Lane has been operating since January providing appointments Tuesday evenings 4 – 8 pm. This is included in the messages on the screen and Receptionists will make callers aware when they ring to make appointments.

10 Diabetes Prevention Week – 1st – 7th April

Currently all blood tests include the test for diabetes and anyone with a rating indicating pre Diabetic and are called in for guidance and advice.

11 What does the long-term plan mean for the GP contract?

Dr Opher explained that over 5 years additional “specialist’s ” will be in place – the first being pharmacists (1 for each practice) and every Surgery will have those too. Then Social Prescribing link, physiotherapist and Paramedic.

Pharmacy Drug Shortages – Rachel Sleigh

Rachel Sleigh told the group of a post on Facebook regarding drug shortages which raised a lot of complaints. Shirley Hill pointed out the issue of drug shortages created more work for the surgery. It was generally agreed this was a national problem.

PPG Awareness Week – Lesley Cross

It was agreed to produce a leaflet and a slide for the waiting room screen.

The meeting closed at 14.01