

Southmead Surgery

PPG Meeting

Wednesday 23rd October 2019, 18.00

Present: -

Kevin Blakemore, Chris Parry, Carole Hope, Malcolm Simpson, Keith Anthony, Tracey Keogh, Judy D'Arcy, Dr. Siva, (part).

Apologies: -

Tricia Weidner, Anne Home, Anne Nathan, Georgina McMasters

Meeting Notes and Actions: -

Actions

1. The patient survey is now complete and has been tested through the Survey Monkey system. It will need to be made available through the surgery website and this will be organised for a targeted start date w/c 4 November, with a closing date of 14 December. **KB/CP/SH**

The notification will be prepared and sent out via the surgery email and mobile phone text databases, with links to the survey. **KB/CP/SH**

It is proposed that paper copies will be available in the surgery, library and at Lloyds Pharmacy. The library and Lloyds will be contacted for their support. **CP**

The design for the paper copy has been finalised and will be made available for Printing. **AH**

Printing will be arranged by the surgery. **KB/CP/SH**

It was proposed that links to the survey would also be made available on the Farnhams Facebook page and the PPG Facebook page. **AN/JD**

The printed responses are to be returned to the surgery to be entered into the survey manually. **JD/CP/MS**

A reminder email/text will also be sent out by the surgery after the first 2 weeks **SH**
2. The car scheme transported 1 patient in September, but is still valued by the surgery and will continue. An issue did crop up on 23 October when the surgery team could not locate a driver. The schedule appeared to have gone missing. A copy will be emailed to Sue. **CP**

Actions

3. Last month a Bucks PPG networking meeting was held, and Kevin attended it. One of the local objectives is get both health and social care into one structure. Queries on this can be obtained by emailing communications@buckscc.gov.uk
The recently created Primary Care Networks, (PCNs) have 7 key objectives.
 - 1 Implementing structured medicines use reviews
 - 2 Enhanced care in care homes
 - 3 Anticipatory care
 - 4 Personalised care
 - 5 Supporting early cancer diagnosis
 - 6 Cardiovascular case finding, (Coronary heart disease and strokes)
 - 7 Tackling health inequalities

Within the PCN structure, the Social Prescribers will be key to directing patients towards the most appropriate treatment services rather than GP referrals.

4. Dr. Siva reported that a new part-time pharmacist will be starting, adding a further 1.5 days per week. (6 x half days in total). The pharmacists will be helping to undertake medication reviews on effectiveness, side effects and medication compatibility. The surgery is now at a satisfactory level of staffing. The surgery will be getting a CQC inspection within the next 5 months. A telephone inspection has already been completed satisfactorily. PPG activities will be helpful in the overall CQC assessment, so a short report will be compiled listing the areas where PPG activities have contributed to the effectiveness of the surgery in providing patient care.

CP/MS

5. A comment was made that it is taking too long to answer phone calls. It was suggested that it would be useful to callers to have feedback on where they are in the queue. Dr Siva indicated that the surgery telephone system contract was nearing renewal, and that this could be part of the new contract requirement.

Surgery

6. An issue was raised concerning the time taken to get medical records from the surgery to a referral. Kevin indicated that once a referral has been made, it should in most cases, be the patient's responsibility to chase it up unless it is recognised that the patient is vulnerable/elderly/at risk, when it would be appropriate for the surgery to provide support. This is not something that is generally understood by the patients and should be more clearly communicated.

Surgery

The surgery should however ensure that any requested medical data is made available without delay with regards to referrals.

Surgery

7. The next meeting will be on Wednesday 11 December at 18.00 in the surgery.