

Southmead Surgery

PPG Meeting

Monday 1st April 2019, 18.30

Present: -

Kevin Blakemore, Chris Parry, Anne King, Georgina McMasters, Judy D’Arcy, Liz Simmonds, Anne Home, Roger Home, Keith Anthony, Carole Hope, Hilary Jones.

Apologies: -

Tracey Keogh, Tricia Weidner, Sandy Sell

Meeting Notes and Actions: -

Actions

1. The general feeling was that the recent reduction in non-NHS funded surgery services, (listed in the minutes of the last meeting), had not been very well communicated to patients. The surgery will advise patients where these services may be obtained in the future.
The surgery has subsequently indicated that certain of the services that are on-going, rather than one-offs, will be continued for patients already in receipt of those services.
2. Dr Siva joined the meeting to give a surgery update: -

Along with Burnham, Stoke Poges, Denham and Iver surgeries, Southmead will become a part of a new “Primary Care Network”, technically from 1 April, but in practice from 1 July; covering a total of 55,000 patients. Patients at any one of the surgeries listed will have access to any of the other surgeries. Medical staff will have access to patient records in all the surgeries, but will not initially be able to refer patients from other than their home surgeries.

Over the first year it is anticipated that the combined surgeries will be able to recruit 1 pharmacist and 1 social support worker to work in common over all the practices. In 5 years this is anticipated to grow to 5 of each. The practices may also agree to employ other services in common.

With regard to Southmead, the nurse and the pharmacist will be leaving over the next 3 months and Dr. Smee will be going on maternity leave. Currently the surgery has major problems in recruiting full time or locum replacements and in the short term, once the nurse has left there may be problems with certain services, (e.g. dressings and bandaging). The surgery is working hard to address this issue.

Actions

The question of the proposed nursing home on the old Haymill site was raised, and Dr. Siva re-iterated his previous comments, that should this go ahead, the surgery will not be able to cope with the additional demand and will have no choice but to close its books to any new patients.

3. The volunteer car service continues to be used, but in the past has been used for pre-booked appointments. This was not the purpose for which it was intended, and from now will only be used to transport patients who ring in on the day requesting a home visit. The surgery does not want the service to become a free taxi alternative, and wish it to be used for the purpose intended. In order to determine whether or not it is effective in its original purpose of reducing the requirement for home visits, the number of patients transported, (and hence the number of home visits avoided), will be monitored over the next 3 months, and the continuance of the scheme determined on the basis of its practical usefulness.

All Drivers

4. The patient survey group reported that following a productive meeting, the surgery has agreed to pay the cost of using "Survey Monkey" as the survey mechanism. The surgery has requested that the survey is only accessed through the surgery website, and that no methods are used to canvas patients to complete the survey other than through the surgery website.

It is proposed that the PPG members and other interested parties review the current questionnaire and give feedback on any ideas for adding or deleting any specific questions. For that purpose a copy of the proposed questionnaire is circulated with these minutes. Please respond by 8th April to Chris Parry with any comments: that will then be forwarded to the survey group. In total it is recommended that the survey should not contain more than approx. 15 questions. The target will be for the survey to go live in the Autumn, and it will have a closing date for responses clearly indicated.

All/CP

In order to publicise the survey, and other PPG activities, it is proposed that articles appear in the Farnhams Parish Magazine to not only advise on current PPG activities, but to request new members for the PPG, with specific expertise in communications and website management. The surgery will also create a PPG e-mail address that will enable easy contact with the PPG.

RH

5. The patient access clinics are underway. Two have been undertaken with just 3 additional patients signed up. A third clinic is scheduled for Friday 5th April. It has been suggested that the current system of patients booking appointments, and making a special trip to the surgery is not likely to elicit a significant response. Therefore after the next clinic, it is proposed that the format is revised. The proposal is that PPG

Actions

volunteers attend the surgery on a Monday, (the surgery's busiest day), and "recruit" patients from the waiting rooms during the course of the day. The surgery, as now, will make a room and computer available. This, if successful could be carried out maybe once per month initially, and then possible more frequently. Would any PPG members prepared to volunteer for this task please let me know and I will liaise with the surgery and the volunteers to agree date and time participation.

All/CP

6. In order for surgery management to participate in future PPG meetings, it was agreed that these would now be on a Wednesday evening from 18.00 to 19.00. Because there are so many active initiatives in progress, it was agreed that our next meeting would be in 1 month rather than 2. The next meeting will therefore be on **Wednesday 8th May at 18.00** in the surgery.