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| **Attendees**  Practice: **Susanne Salen, Jennifer Taylor**  PPG Committee: Caroline Usher, Pat Sharp, Yvonne Le Grys, Terry O’Brien, Jane Dunn  Apologies: Steve Lumb, Sue Dyke , Terry Simms |

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|  | **Matters Raised** | **Minutes** |
| 10:30 | 1. Introductions |  |
| 10:33 | 1. Matters rising from last meeting | * The minutes from last PPG meeting were not put on the website, this month will be added. * The new Physiotherapy service is being used and is going well. |
| 10:35 | 1. Staffing news [JB] - Dr Burrell - retiring - Dr Swallow - Back to work  - Julie Needham - retired - Emma Powell – locum   - Ellyn Tye – maternity  - Sarah Smith – reception supervisor  - Sue McGeevor – retiring  - Olivia Chown – leaving  Recruitment  HCA – Kelly Horton  Receptionist -Dayna Bolton-Locke  Receptionist – Vicki May  Registrar - Dr Su Woo  Administrator - Jennifer Taylor | * Dr Burrell retired at the end of March but will be coming back to do locum work in April and May – days TBC. * Dr Hatherell is now senior partner. * Dr Swallow is back at work following the birth of her daughter in September * By the end of June 6 people will have left Reception! This presents a challenge in terms of recruitment but especially training. * Emma Powell left at the end of March but will stay on to locum work when family commitments permit. * Sarah Smith has been made Reception Supervisor, she’s incredibly knowledgeable and hardworking and we’re very happy to have her in this position. * Kelly Horton is our new HCA, she is settling is very well. * New receptionists Dayna, Vicki and Jennifer are settling in well and picking things up quickly. * New Registrar Dr Su Woo |
| 10:40 | 1. Carers [SES/SMcG] | Thank you to those who helped with and attended the Carers meeting on 5th March !(CU,PS,DW,SD,TO) – it was a roaring success. Sue McGeevor did an excellent job setting it up. Invitations were extended to carers at Box Surgery and one did show up. We were also very lucky to be able to use the Town Hall, it is a fantastic venue and their staff are always very welcoming. |
| 10:50 | 1. Unopened tablets –Can we take them back to pharmacists – Terry O’Brien | Unfortunately it is not possible to return unopened tablets to the pharmacy once a patient has left the pharmacy premises.  If pts do have tablets that are no longer require it is still safer to return them to the Pharmacy than disposing of at home. |
| 10:55 | 1. Flu Open Day 03.04.19 ‘Educating the Nation’   at Dorothy House, Winsley, B-on A. working lunch provided | The discussion will take place at Dorothy House, Winsley, Bradford on Avon, Wilts BA15 2LE from 10:30am – 2pm with a working lunch. The event will be hosted by Gavin Thompson and includes a review of 2018, the impact of new vaccines and distributing issues. PPG members are invited. To confirm your place, please email: [marketing@chf.com](mailto:marketing@chf.com) |
| 11:00 | 1. PPG Mtg Devizes 16.04.19 | * PPG event to be held in the Devizes Town Hall on Tuesday 16 April from 10am to 1pm. * Healthwatch Wiltshire is responsible for local engagement on the NHS Long Term Plan and our priorities for spending the extra funding from Government in Wiltshire. Let Liz know if you are interested. |
| 11:05 | 1. Why can’t patients replace their hearing batteries at the surgery – Steve Lumb | It’s not quite as simple as just handing out batteries, it’s ordering, what sizes, then by default we will be asked to help with fitting and any malfunctions etc. Unfortunately we only have limited staffing resources so we are unable to take on this additional task. We have recommended the Springfield community centre as an ideal solution. |
| 11:10 | 1. Ear Syringing | Swindon funds their surgeries for ear syringing but Wiltshire doesn’t. Stopping Ear Syringing has been put on the back burner for a while but the nursing team are managing patients expectation about the withdrawal of this service in the future and discussing options for self-care or private care.  \*PPG members felt that funding this valued service would be worth discussing at the PPG event in Devizes for anyone attending. |
| 11:20 | 1. Mjog | * Mjog is a method of communicating with patients via their mobile phones. It can send you a reminder for your appointment and you will be able to respond by typing ‘CANCEL’ if you are unable to attend and the appointment will automatically be cancelled on our system. * It also does health campaigns, a the moment we are gathering data about people’s smoking status and they are able to respond by selecting from a few options or using free text. If patients want Stop Smoking advice they’re able to select that option. * It also asks for Friends & Family feedback. If pts have multiple appointments they will only be asked to respond once a month, not after each appointment. * Pts can opt out of providing this feedback by letting reception know. |
|  | 1. Bus Stop/Bus Information | The Bus Stop outside the Surgery is maintained by the Wiltshire Council so any suggested changes/improvements should be directed to them.  On our LED we have information about the Number 10 bus. In response to a request by a YLG we will amend our poster and provide the information in a larger font and make it more eye-catching. |
|  | 1. New GP Contract 2019/2020 | * The deal will increase Practice funding by almost £1 billion over 5 years with a further £1.8 billion to support the formation of Primary Care Networks (all GP practices will be expected to join by July of this year). Networks need to be made up of between 30,000-50,000 patients. * Networks will receive 100% recurrent funding to employ social prescribers and 70% funding for clinical pharmacists in 2019/2020. * In future years they’ll receive 70% funding for physiotherapists and physician associates (from 2020/2021) and paramedics from 2021/2022) * Each network is to be led by a local GP in a clinical director role. * Practices will be expected to make 25% if appointments bookable online from July 2019 – we’re not sure how we’re going to do this as most appointments are with nurses which require a lot of triage and different timing for different procedures * All new patients should have access to their digital records as standard from April 2019 * All patients should be able to order repeat prescriptions electronically from April 2019, which we have offered for some time. * From April 2019 NHS111 will begin direct booking into practice appointments. Practices will be expected to make one appointment per 3,000 patients available each day for this. NHS111 will only book the appointment after triage. We will make these appointments available but make them DD appointments. * From April 2020 all practices should provide online consultations * From April 2020 all patients should have online access to their full record, including the ability to add their own information and be able to access online correspondence * From April 2020 practices should no longer use fax machines for NHS work or patient correspondence. |
|  | 1. Cervical Screening | The national uptake for cervical smears are now at a 20 year low but we are currently 4th out of 56 Practices on uptake on those under 50 years of age. This is a vast improvement as we were very near the bottom of the league. TO asked for the reason for the improvement in our results. JT who processes smear data advised that this is largely due the efforts of Nurse Georgie Salen who goes out of her way to phone patients who have not responded to their invitation and encourage women to have the procedure. |
| . | 1. AOB | Next meeting will be 25 June at 10.30a.m. |