

PPG Meeting Minutes from Wednesday 18th January, 2017

Present: Joanna Knott (Chair), Rachel Bampton, Kevin and Doreen Hawkins, Jean Hyland, Sue Darroch, Dr Nicki Williams, Kit Marriot, John Lowe, Neil McFarlane, Diana Smith, Alison Thurlbeck and Carolyn Geraldles.

Apologies: Diane Bates, Dr Matilda Oppenheimer, John Dimmock, Terry Horner and Tony Batten.

Welcome: Joanna welcomed everyone to the meeting, with a particular welcome to Alison Thurlbeck and Carolyn Geraldles, two new members.

Minutes of the last meeting: Approved.

Matters Arising: None.

Recruitment Update: Nikki said that the medical profession could not find an additional 5000 GPs and 20% of training places were still unfilled. As a result GP practices are now exploring how they can help themselves. We have an excellent CCG who are funding a Clinical Pharmacist, Sally Beeko, working 12 hours per week at Pangbourne for 6 months which, if successful, the practice will fund themselves. Sally is also working at Western Elms Surgery, her hours having been decided on the relevant patient numbers. She will be dealing with all prescription queries, control drugs etc. and reviewing the medication for elderly patients who are on 4 or more drugs. She is picking up certain issues that Doctors would normally deal with, enabling them to focus on their core responsibilities. e.g. they have previously been spending an average of an hour a day on prescription queries. Sally started at the beginning of the month and is doing well.

Kate Lukers' report – update: Kate is an experienced management consultant who is advising the surgery on systems efficiency and is very positive about the dedication of our staff. The main focus of her report is on clarifying lines of responsibility and encouraging delegation to promote strategic thinking. The Doctors are having an away day on 1st February to discuss Kate's findings and recommendations.

Flu Vaccine Uptake: Nikki reported that we are still a few short of our target and need another 38 in the 65+ age range to get there. We also need more 4 year olds.

Promoting Patient Access: (booking appointments, repeat prescriptions on line, etc.) It was agreed that we need to increase patient awareness of this system and encourage them to use it as it saves receptionists' time. We also need to promote the practice web site which contains a lot of information about the services available. Suggestions from PPG members included more promotion via the village web site, the Parish Magazine and the surgery's newsletter. Information on the access system should also be part of processing new patients.

New Phone System: Nikki reported that a new system has been introduced which now gives a range of options for patients to directly contact the service most appropriate for their needs, e.g. district nurses, physiotherapy etc. The 9 options now available have been prioritised according to their anticipated level of usage.

Succession Planning: Nikki informed us that she will be retiring on the 2nd of May and will be succeeded by Tom Morgan who was with the practice as a Registrar until August last year. PPG members expressed regret that Nikki is retiring and wished her all the best.

Triage Trial: Nikki reported that this trial has been put on hold due to the lack of available phone lines but may well be picked up again in the future.

PPG – how can we be of more use to the practice? Joanna (Chair) asked if there was anything the PPG could do to increase its usefulness to the practice. She gave the example of the Balmore Park Surgery PPG's upcoming seminar on End of Life Planning. Nikki said that the practice needed a conduit for feedback from the local residents with suggestions, particularly on making the practice more friendly towards teenagers. One way of doing this would be visiting local schools and perhaps promoting a competition to design a poster.

Winter Pressures on NHS – effect on the surgery: Nikki said that so far there has been no major effect on the surgery and that the practice has been well supported by the patients.

AOB:

1. Neil asked how many people lived in Pangbourne and if there was a cut off point for the number of registered patients at the surgery. Nikki said that the current number was 11,500 and there was no cut off as yet. In relation to pressure on GPs, Nikki pointed out that UK doctors are different from those in other countries where they tend to pass their patients on to hospitals much sooner than here.
2. **Electronic Prescribing:** Nikki said that the practice was looking at a system which would enable patients to choose a pharmacy where there would be a clear audit trail for prescriptions. This would be on the agenda for the next meeting.
3. **PPG Information:** Both the website and the Blue Folder in the waiting room need updating.
4. **Next Meeting:** Wednesday 15th March, 18.15 at the surgery.