

PPG Meeting Minutes from Wednesday 15th March, 2017

Present: Joanna Knott (Chair), Rachel Bampton, Kevin and Doreen Hawkins, Alison Thurlbeck, Sarah Dixon, Terry Horner, Dr. Oppenheimer, Dr. Woolley, and Stephen Wells (Practice Manager).

Apologies: John Dimmock (who will be stepping down from the PPG), Carolyn Geraldes, Neil Macfarlane, Jean Hyland, Sue Darroch and Kit Marriot.

Welcome: Joanna reported that Lucy Hallett-Jones will be joining the group in September and that a Psychology student at Pangbourne College would also be joining us.

Guest Speaker: Sue Butterworth, who was due to speak on Dementia Friendly Communities, was unable to join us on this occasion.

Footfall Website: Dr Woolley explained and illustrated the advantages of the Footfall Website. This will bring a range of options for patients and encourage more self-management and flexibility. These options include specific areas on the website for reception and enquiries, common illnesses, consulting room, travel services, long term conditions and health reviews, advice and help, medicines and prescriptions, administration office and latest news from the surgery – all of which will give the patients more flexibility and encourage self-help.

Patients will be able to send questions to their Doctor on line which will give more flexibility as an email can be sent at any time. In addition, there are links to videos, e.g. on how to use a peak flow properly. It will also be connected to the NHS website.

Another important advantage is that the Doctors and all staff at the surgery will be able to manage their time and work load more efficiently.

This system will be going live at the Boathouse Surgery from late April. At the same time the small room on the left as you enter reception will be set aside for patients to use the self-management service, for example to take your own blood pressure and receive a print out.

Dr. Woolley emphasised the importance of advertising and promoting the new system to all patients and perhaps members of the PPG could assist with this.

The system has been on trial for 18 months at the Chapel Row practice, with a good take-up from patients, and is being actively considered by other practices.

Approval of Minutes of Meeting – 18th January, 2017. These were approved without any amendment.

Matters Arising: were all covered by the following topics:

Changes to GP clinics following Nicki's retirement:

As Dr. Williams has now left the practice, Dr. Oppenheimer and Dr. Manjadarria are doing extra hours. They only have to cover an extra day and a half as Nicki had a very heavy teaching commitment so the number of appointments available to patients has not changed. When he arrives Dr. Morgan will be working full-time, Dr. Keast will be dropping Monday and Dr. Woolley will be continuing with his CCG commitment. Next year Dr. Manjadarria will be able to start training students. Dr. Oppenheimer said that to date the surgery had always been able to fill GP vacancies.

Patient Voice and CCG Annual Public Meeting: Joanna commented on a recent meeting she attended where there were a lot of complaints from patients of other practices. Improving web sites was a big area of concern. Locums were very costly and some were not always reliable in their attendance. We are very lucky to have Dr Woolley and Allwyn on the CCG. Allwyn is currently advising another practice in Reading.

Joanna concluded by saying that several improvement initiatives were now being pursued with a particular focus on technology. It was not always necessary to see a consultant face to face, e.g. dermatology photographs can now be sent to a consultant from an i pad, producing a faster diagnosis.

Feedback on our New Phone System: It was reported that some patients had had difficulty with the number of options. The message was too long particularly if using a mobile phone, and this was being reviewed to make it more user-friendly.

Promoting Patient Access: Since the phone system was introduced, including the message about EMIS log-in for booking appointments etc. - 40% of our patients have now registered and the usage has increased from 14 to 16% which is a help to the receptionists.

The introduction of electronic prescriptions is currently on hold until Dr. Morgan arrives as he has worked with this system in another practice.

Social Media: Rachel said she is going to open a Boathouse Surgery Twitter account which will improve communications on important issues for the practice and the NHS. She is not planning to introduce Facebook at the moment as it requires more supervision.

Any Other Business: Terry explained the benefit of having your ICE (In Case of Emergency) details (contacts, current medication, etc.) in your phone which is accessible to the emergency services without them having to know your pass code. You may, for example, be unconscious or otherwise incapacitated when they need this information. Rachel said she will put this advice on the practice website and promote it on the waiting room TV. She will also make enquiries about android phones.

Next Meeting: Wednesday 10 May, 18.15 at the surgery.

(please note the change of date from the one agreed at the meeting)