

MINUTES OF PATIENT PARTICIPATION GROUP 1st March 2016

ITEM	CONTENT	INFO	ACTION
1	<p>Those Present: Dr Harris (Senior Partner), Howard Marshall (Chair), Michael Murphy, Dennis Price, Helen Strevens (Practice Manager), Andrew Lander, Imogen Willgress, Lisa McCulloch and Ellie Chudleigh</p> <p>Apologies: Richard Gardner, Mark Pickavance, Warren Finney</p>	All	
2	<p>Minutes of the last meeting were reviewed, agreed and updates given on the following:</p>	All	
3	<p>Premises Update: Discussion is ongoing between the surgeries and there is another meeting between the three surgeries tomorrow evening.(2/3/2016)</p>	All	PH HS
4	<p>Lyneham : an unusual situation has occurred in Lyneham where a developer has decided to build a surgery without asking the CCG for any funding – the plan is the different local surgeries will be using the facility as a shared resource. The three surgeries in Calne and two in Royal Wootton Bassett would staff the premises between them and now there is the shared IT Portal it would be possible to access patients' notes if they were not known to the GP on duty. Dr H explained that the surgery would be part of a complex (including a pharmacy so the surgery would not be a dispensing one) and it is very unusual for a developer to build first and then approach the CCG afterwards. He also made it clear that the Patford House Partnership would not want to commit to anything in Lyneham that might adversely affect patient care in Calne.</p> <p>Dennis P asked just how many patients came to Calne and pointed out that Calne is growing steadily so patient numbers will be secure and probably growing, rather than diminishing if the Lyneham patients leave the practice. Dr H reckoned that the number of Lyneham patients using Patford was not huge in the grand scheme of things. Lyneham patients could still attend Patford House Partnership if they preferred.</p>	All	PH and HS
5	<p>Advert for a new partner: Dr H : despite spending several thousand pounds placing an ad in the BMJ there have been no applicants for the position. The present doctors are working typically 13 or 14 hour days and need another partner to join as soon as possible. One trainee is finishing her training in August and another is starting in August ad won't be fully qualified until July 2017which is good but it is a more senior potential partner who is required.</p>	All	PH

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6	<p>Waiting Rooms: IW has created some sample activities to occupy younger children while they are waiting and these are being trialled in one waiting room at Patford. If they prove to be popular she will make more – for Sutton Benger too. More themed displays are planned too. (Quit Smoking is next!)</p>	All	IW HS
7	<p>New Chairman for PPG: After some discussion it was decided that we would continue with Imogen acting as secretary and rotate the role of chair for now.</p>	All	All except PH & HS
8	<p>AOB: 1. Helen gave us the good news that the Plasma Screens in the waiting rooms belong to the surgery now. Discussion ensued as to how they could be used to promote self-care to patients and also give information on topics like the true costs of the services provided, the costs of drugs and the availability of telephone consultation appointments or double appointment booking.</p>	All	Practice
9	<p>AOB: 2. Dr H shared the results of the NHS Wiltshire CCG – NEW Practice Information Report from Dec 2015. For both the ‘Non Elective Emergency Admission Rates’ and the ‘Elective Admission Rates’ Patford House Surgery Partnership had the lowest referral rate in the locality – showing that the doctors at Patford House are managing to solve patient issues and carry out procedures themselves so that patients haven’t had to go to hospital; which is in the best interests of both patients and the NHS. PPG members were unanimously impressed by this.</p>	All	Practice
10	<p>AOB: 3. Revisit Terms of Reference – after discussion it was decided to keep them as they are for now.</p>	All	
11	<p>AOB: 4. Patient Survey – Helen shared the positive results of last year’s PPG survey and we discussed and redrafted some of the questions for the 2016 survey and discussed the best ways of distribution for the survey. Helen informed the PPG that the ‘Friends & Family’ surveys also had a 100% response, which is pleasing but the aim is to get more patients to complete the survey next time.</p>	All	HS
12	<p>AOB: 5. Repeat Prescriptions Dr H shared his concerns re: Repeat prescriptions being prepared by the chemists (principally Boots) who automatically reissue every drug on the repeat list, whether it is needed or not. Until last year PHSP has always been within budget but this has changed and it is wasteful and wrong! 18% of patients order their drugs on line and this needs to be encouraged as it is more accurate. (Another opportunity for the plasma screens!)</p>	All	Patients
	<p>Next meeting Tuesday May 10th 6.30pm</p>		

