

HADDENHAM MEDICAL CENTRE PPG

Minutes of Meeting held at 7.00pm on Wednesday 13th September 2017

Present Keith Milmer (Chairman), Barry Lynch (Vice Chair)
Dr Mark Howcutt, Ellen Solley (Practice Manager) and 20 members

1 The Chairman welcomed everyone.

2 **Practice Report**

Ellen Solley advised that the Bowel Cancer Awareness day raised £374.00.

The electronic prescriptions from the 1st October will all go next door to the Pharmacy automatically. Some patients can ask for alternative pharmacy – not just JMW Vicary.

Practice has been awarded Gold Award for LGBT awareness, training proved a success.

Bucks award GP standard of work with carers.

Staff were upset about some negative comments about the Practice on Facebook. Keith is one of the moderators on the Facebook page but emphasized that the moderator's role was not to act as a censor. He felt that, overall, the particular discussion thread attracted as many positive comments as negative ones. However, Keith acknowledge that patient confidentiality issues could make it difficult for the Practice to respond to FB comments as actively as staff might wish.

An Autism awareness day is planned for the 14th September at the surgery.

COPD and Asthma information day is planned for 5th October.

Flu jabs available now. All 4yr olds to be done at school. Surgery to deal with rest. The Pharmacy are also offering Flu jabs.

New staff are Dr. Joshua Scales, Victoria Thwaites, Tamsin on reception and secretary Carol. Sue has left to go to Stoke Mandeville.

The admin team are updating medical records.

3. **Car Parking**

A request forwarded to landlord re repairs or relaying of blocks – a tarmac surface may be a better choice.

A letter from Judy Brandis advised she was unable to park on one occasion. The Practice believe that some people are leaving cars all day - taking bus or car-pooling. Brian has recently monitored car parking on behalf of the PPG (the third such survey) and feels it is not being abused to any significant extent. Late morning gets very busy and there is some bad parking (across more than one space) as slots not always visible. Landlord feels area large enough and it is possible to park on road.

4. **E-Referral System**

Carol Lynch was frustrated by this system: June appointment for Dermatology, changed to September. This cancelled and made for October. She tried to change and offered November. When contacted Amersham Hospital they were unable to see on-line history!

5. **NHS Health Checks**

Patient raised issue: they received a letter but unable to get an appointment. NHS required the invitation letters to be sent out but the Practice does not have the capacity to respond adequately. This is a 5 year rolling programme, the Practice has target for year, 7 per week, 28 per month. 660 invites sent, 311 booked.

6. **Flu Jab Appointments**

Practice Manager to increase on-line appointments if necessary. Many people like to phone or call in.

7. **Members Practice Issues**

What is situation with regards to the patient survey? Results are available but doctors need to discuss with staff in house before releasing to the public. PPG Survey went to 300+ patients.

Blood test results should be back in 3 days. Patients are advised: if no news then call the Practice.

8. **Any other Business**

Red Kite Radio is broadcasting a two-hour programme hosted by David Lindsey, which will feature the Tyrefighters' approach to weight loss on 16th September.

9. **Date of next meeting**

Wednesday 6th December 2017