

HADDENHAM MEDICAL CENTRE PPG

Minutes of Meeting held at 7.00pm on Wednesday 18th January 2017

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

- 1. Practice Report** - At the end of last year a new project started along with Bucks Carers. We have to identify patients who might benefit from more support. The Practice sent out packs to 66 patients and feedback was positive. The plan is to extend down the age groups during 2017. Bucks Carers are keen to recognise a Haddenham representative. Ellen and Dr Wells instigated the NHS Winter Resilient Fund on behalf of the locality. They had 10 days to put it in place with 5 other practices giving a Paramedic 3 days a week. This runs until the end of March when funding ends. The Practice Electronic Prescription Scheme is being monitored, there is a target and the numbers have fallen since it started. The PPG was asked to spread awareness of the online system. It should be noted that any prescription complaints should be made to the pharmacy. There is a notice for patients on the reception desk to explain the procedures with specialist referrals. You can also find a copy on the website www.dinton.info. There is a Referral Management System operating locally and some are being bounced back to the practice.
- 2. Issues with Aggressive patient behaviour** - There has been recent aggressive patient behaviour at reception which has resulted in one of our receptionist leaving. There has also been an incident with one of the doctors. We should all put the word out that this is unacceptable. Certain patients have been contacted about their behaviour.
- 3. Practice Response to Theresa May Statement** - Regarding the Theresa May statement that GP s should do a 7-day week, Dr Howcutt was happy to respond. The practice already has in place 7-day emergency cover and he believes it is not easy to imagine how 7 days could be covered by existing practice GPs without additional funding and doctors. He knows that there are too many patients stuck in hospital due to shortage of social care and that funding is dropping. There are many vacancies for trainee doctors.
- 4. Repeat Prescription Reviews** – Members have reported that they are still uncertain about how to respond when their repeat prescriptions indicate a review is required. The practice advises that they will review prescriptions automatically and only contact the patient to make an appointment if it is necessary. Barry Lynch pointed out that this is not as described on the Medical Centres website which indicates that a review must be undertaken either with a doctor or nurse. Dr. Howcutt agreed to modify the website so as to reflect the current procedure.
- 5. CCG Southern Area Meetings** - Bob Giles, our CCG representative has been to 2 meetings, one item discussed was for GPs to have more contact with local care homes. The next 2 meetings are confidential and Bob is unable to attend.
- 6. 200 Club** – A list of proposed purchase of equipment for 2017 was published on the member's agendas. There are 120 2017 members at the moment and the cash in hand is £6,500. There is a plan to buy more Blood Pressure Machines for patient loan. We need more input regarding future needs from club members also talk to some children to get their ideas.
- 7. Any other business** – A member asked why the Doctors do not perform blood tests so as to avoid the wait for a nurses appointment. Dr Howcutt responded that the amount of time for doctors' appointments was quite short already and that the extra time required for taking blood would reduce the time available for consultations.
- 8. Date of next meeting** – Agreed as Thursday 23rd March 2017