

HADDENHAM MEDICAL CENTRE PPG

Minutes of Meeting held at 7.00pm on Wednesday, 18th March 2015

Present: Keith Milmer (Chairman), Barry Lynch (Vice Chairman), Dr K Munir, Ellen Solley (Practice Manager) and 16 other PPG members

1 Practice Report

Ellen Solley reported that there is the new Doctor Dr Briony Rixon is in post.

Telephone appointments are now available online on a trial basis. .

There is a new nurses rota which means that its now possible to book blood appointment online.

The surgery will has added BMI (Body Mass Index) monitor (Takes Height/Weight and calculates BMI) to the self-monitoring room where there was already Blood pressure machine and educational posters.

There have been quite a few no-show appointments which are causing permanently lost appointments for other patients. The PPG members attending the meeting were asked by a show of hands if they supported giving written warnings to patients after three 'no-shows'. Response was a unanimous "Yes".

2 CQC Inspection

Dr Munir reported that the result of the inspection carried out in February 2015 by the **Care Quality Commission** was 'good in all categories', but with a few minor issues. The full report is available online [here](#) for those who wish to see it. The inspectors were impressed by the preparation by the surgery and availability of relevant records and paperwork prior to the inspection. The inspectors were also impressed by the surgery given the difficult problems they faced, i.e. sickness of staff and flooding, and by the Fish Scheme, for which Dr Munir acknowledged the hard work of Jeanne Watt, Alison Green and their many local volunteers.

The inspection regime is 3 – 5 years. It is not known what steps would need to be taken to achieve outstanding as the CQC reports do not quantify that. If you look at the CQC website the reports there that have achieved outstanding have done so for a wide variety of reasons, out of the 991 services inspected there are only 7 rated outstanding.

3 Online Appointment System

There are still some difficulties 30% of appointments are put online at 6.00am daily. The members present were asked if they had used the online appointment system and about 60% said "Yes". On asking how many doctor appointments were available there was a unanimous response of "None". Ellen Solley agreed to look at releasing appointments at 8.00am rather than 6.00am.

The telephone triage system is working well and is generally liked.

4 Donation by PPG

Keith formally acknowledged and thanked Mrs Yvonne Pringle for her kind donation of £1,000 to be put towards the purchase of a blood flow machine. Mrs Pringle is a long-term resident of Haddenham and her son, Professor Mike Pringle, is President of the Royal College of General Practitioners who has been a keen supporter of the principles of patient participation for many years. Professor Pringle was a VIP guest at the opening of the Haddenham Medical Centre. Thanks to the funds raised so far from the 200 Club and the generous donation by Mrs Yvonne Pringle, the Practice will now proceed to purchase an electronic device that measures the Ankle Brachial Pressure Index – that is, to assess lower limb circulation problems that can cause leg ulcers. More information about this instrument is available [here](#).

5 **Heartbeat Haddenham**

Heartbeat Haddenham wishes to acquire defibrillators for the village. It was agreed that this would not be directly supported by the PPG, as the potential benefits are too narrow. Fundraising by the PPG would be directed towards purchasing medical or other equipment for the Haddenham Medical Centre that is perceived to have potential benefits for a much wider group of patients.

6 **Thames Valley NHS Workshop**

Keith attended a workshop on behalf of the Haddenham Medical Centre PPG. It was hosted by the NHS in Oxford on 10th March. There were approximately 60 PPG groups and Healthwatch groups represented. It was clear that the most common concern among patient representatives across the region was a lack of GP appointment availability. Part of the workshop included a presentation of an ongoing IT project, designed to provide an easily accessible online facility to link into conversations in the social media (e.g., Facebook, Twitter, Instagram) relating to quality of healthcare provision throughout the UK.

7 **200 Club**

Membership of the 200 Club together with Coffee Mornings and Mrs Pringle's donation means that total funds raised to date: £5080. There is still availability to join.

8 **200 Club Purchase for Surgery: Financial Details**

The Dopplex machine and trolley are about to be ordered, at a cost of £2,903.24. Practice Manager, Ellen Solley, has managed to negotiate a discount of £382 with the suppliers. The staff have already been trained in its use. High rise chairs are still needed, and these will be purchased as further funds are raised by the PPG.

8 **Plans for Development of Site**

The PPG continues to monitor the progress of the planning application to build bungalows for elderly residents and an office for a new dental practice on land adjoining the Medical Centre. The planning sub-committee of Haddenham Parish Council approved the plans on Monday 16th March and a decision is now awaited from the AVDC. The PPG is broadly supportive of this potential development, while acknowledging that some car parking space may be lost as a result of staff and patient vehicles associated with the new dental practice. However, a more serious concern is that the Medical Centre car park is still being used as a 'Park & Ride' facility by people who are not attending the surgery.

9 **Any Other Business**

Keith also reported that an article written by Yogesh Patel from JMW Vicary Pharmacy and published in October 2014 on Haddenham.net had led to objections being raised by the Leeds based company Pharmacy2U. Yogesh had written a letter of apology to the company, and the Medical Centre felt it appropriate to carry an advertisement for Pharmacy2U in its most recent 'Health News' distributed with the Parish Council newsletter in the last few weeks. The article on Haddenham.net has now been deleted.

10 **Date of the Next meeting**

This was agreed as Thursday, 4th June at 7.00pm.