



Minutes of Meeting held at 7pm on Wednesday 7th November 2018

Present Barry Lynch (Chairman), Dr. Nagraj Sivaswami (Vice Chairman), Dr Mark Howcutt, Ellen Solley (Practice Manager) and 13 members. Apologies from Janet Backhouse, David Lindsey, Lesley Coles, Brian Rogers, David Peck, Geoff Grover, Stuart Monro, Stephen Smurthwaite, Di Franklin

1. The Chairman welcomed everyone and thanked them for their attendance.
2. Welcome to our Speaker Stephen Archibald CEO of Carers Bucks and Carers Milton Keynes. Carers Bucks are mainly funded by Bucks County Council and have 800 young carers, 150 young adult carers and 10,000 adult carers on their books. This number is growing by 800 per year. The largest group of carers are looking after are people with dementia.
3. Practice Report

Ellen reported there are 2 new receptionists and hoped everyone would have patience with them until fully trained. Unfortunately, due to sickness there will be reduced hours on the nursing team.

Flu Clinics – Flu Vaccines still available. So far, 1059 patients over 65's have been vaccinated.

With kind donations from Haddenham Beer Festival and Haddenham Fete Phase 1 of the new Dementia friendly signage has been installed. Quotes are being obtained on Friday for Phase 2 which will be down the corridors and toilet doors and some external signage.

PPG Training sessions on Patient Access have now started and this will help with people booking appointments online. It should be noted that online appointments are still available for people to book by other means.

As we approach Christmas it was recommended that people look ahead regarding requesting prescriptions to make sure they have enough supplies to cover the period.

Dr. Howcutt spoke about the Government/NHS initiative to provide Improved Access to GP appointments 7 days a week - Up to 8pm weekdays, 8am to noon Saturday and 9am to 1pm Sunday. This was originally scheduled to begin next April but to alleviate the same difficulties as last Winter, the NHS brought it forward to 1st October 2018 and only gave GP practices 6 weeks' notice to implement the plan. It is not practical for every surgery to open, so we will work with other surgeries, Waddesdon, Thame, Princes Risborough and Chinnor. There will be a small number of appointments perhaps an extra 4 or 5. Additionally, there is a new video appointment system available called Qdoctor for straightforward conditions which will be available 7 days a week. In trials the uptake was low at 14%. If anyone does use the Qdoctor system which is a private company, feedback would be appreciated. Qdoctor will have full access to patients' records.

With extra funding we have a paramedic to join us for the winter who goes out with a car full of kit and will report back to the surgery. This service is not available on Patient Access. Alternatively, telephoning 111 gives a 24-hour service.

4. Questions Raised

David Gregory – There is chart on the reception TVs showing most doctors only working 3 days. Dr. Howcutt replied saying Dr. Munir works 5, Dr. West 3, Dr. Wells 2, Dr. Rixon 2 and Dr. Howcutt 4 with no capacity to work any harder.

Gill Bedding gave a description of her business experience and said 50% of time was not connected with actual business and could understand Dr. Howcutt's point of view. She mentioned the text messages after appointments and was told it is an NHS system they have to implement and the CQC get the results.

It was said that doctors must deal with insurance forms etc. and the actual reading of medical notes takes longer than in the past.

The Chairman raised a question re online telephone appointments for example today there was only 1 appointment available for the 21st November.

The Chairman had a request from a member for the surgery doors to be opened before 8am for people with appointments at 8.00am who might arrive a little earlier.

David Gregory asked if the receptionists had training in the Patient Access system. Ellen said Barry had demonstrated the system with them some time ago and that it is not practical for them to examine problems on the system.

Barry also mentioned that the TV in the surgery showing information slides go too quickly. Dr. Howcutt said perhaps the slides could be slowed down or slides duplicated as they go round.

5. Patient Access Training Sessions Update

Gill Bedding gave a report on the training sessions with the first session having 4 people attend and the second 8 people. It was first thought to have these sessions at the library, but it proved useful to have the sessions at the surgery as possible problems with registration could be sorted out. Gill has produced a training programme to guide people and this is to be handed out when people first register. The next training session is Wednesday, 28th November at 10am and one per month thereafter. Grateful thanks were extended to Gill for all the hard work on this project.

6. PPG Programme Suggestions for 2019

Suggestions for talks on :
Mental Health
Loneliness in young and old
Fake Food and Real Food
Nutritionist

Working closer with U3A could be of benefit to all and perhaps a doctor could speak to U3A to reach out to them. After last talk to them membership to the PPG increased numbers by 2 only.

Playlet to be organized in May 2019

On the new website system for the surgery you will be able to see PPG information.

7. AOB - none

8. Date of next meeting will be on Wednesday 16th January 2019 at 7.00pm

The Chairman wished everyone a Happy Christmas and New Year