

# HADDENHAM MEDICAL CENTRE PPG

## Minutes of a meeting held at 7.00pm on Wednesday 28th January 2015

**Present:** Keith Milmer (Chair), Barry Lynch (Vice-Chair), Dr. Mark Howcutt (Senior Practice Doctor), Ellen Solley (Practice Manager), and 24 PPG members

The chairman opened the meeting and welcomed new members to the group

### Practice Report

Ellen Solley reported that nursing was now fully staffed, in fact slightly over-staffed as the locum nurse had been retained. Beverley will be looking after respiratory, Jenny, Jo and Nicky as normal. A new secretary has been recruited, plus an apprentice (Akbar) who will deal with appointments, reviews and also man the front desk.

Starting from on Monday 2nd Feb. Teresa will be the Reception Manager and Judy will be the Deputy Reception Manager.

Dr Briony Rixon will start at the end of February, she will replace Dr Kaye Smith and she will work 2.5 days a week....Tuesdays, Thursday mornings and Fridays. She has previously been working locally and has the advantage of experience with the local CCG.

### Progress Report from Dr. Mark Howcutt

Dr. Howcutt expressed his appreciation of the PPG's work in bringing patients concerns to the attention of the practice over the last year. He hoped that the PPG would continue to fulfil the purpose of a "Critical Friend" and that the practice would continue to listen to issues raised by the group.

- They heard PPG concerns about the nursing services and these have been addressed
- He thought the PPG had been influential with the new booking system but it was thought that there was still some confusion and it still needs to be made clearer.
- He hopes that down the line more "grown-up" conversations will be possible. He would like to discuss rationing and also unrealistic expectations.
- Test results were also a grey area. Patients need more information on how to get them
- They are looking at the possibility of booking telephone appointments on line.
- They are looking at making it clearer to patients as to who is their allocated doctor. New patients and patients over 70 are already been advised.
- He agreed that more clarity is required regarding medication reviews and the importance of these. They will look at informing patients better about the need for reviews.
- He is aware that some patients are inhibited about raising concerns with the Doctors with their concerns. It is useful to them that themes of concerns will continue to be identified by the PPG.(Keith/Barry)

- The practice has received a draft report from the CQC (Care Quality Commission) after their recent visit and the news was favourable.

### **Change of name for the Group**

In order to address the fact that "Haddenham Patient Participation Group" inferred that the group was specific to Haddenham when 37% of the patients were from other villages, alternative names were considered.

There was a consensus that Haddenham Medical Centre PPG should be the revised name. A vote was proposed By Brian Rogers and seconded by Barry Lynch and passed unanimously on a show of hands.

### **Patient Records Online update**

A trial of patient records online has been completed. Comments on the trial were that it worked well but the information was limited. Details of immunisations, allergies and medication should be completed for all online patients by March 2015. The next stage would be to put patients test results online by end of March 2016.

Di Franklin asked to clarify if these would be routine test results. She felt it was essential that patients who had a serious diagnosis should be contacted personally by the Doctor.

Peter Quilleash suggested that maybe it would be a good idea to release it initially to a controlled audience (100?). It could be very useful to patients with long term conditions.

Freda Dorrell raised concerned about those patients who do not have computers. Dr. Howcutt explained that all patients would have access to the information should they want it and it would be made available in traditional format.

### **Fundraising Update**

Lesley Coles updated the meeting concerning the 200 Club. There is currently £2,500 plus in the bank account which has been raised over the past two months.

We currently have just over 100 members and we need a big push to reach 200.

This will hopefully be achieved through email marketing and coffee mornings.

Suggestion for poster in the library, leaflet holder for the health centre reception to be made by Jenny Bullimore. Volunteers to put leaflets through doors. Will be publicised in the Haddenham Parish News.

So far only 25% of PPG members have joined the 200 CLUB.

### **Buckinghamshire Cancer Patient Partnership Group (BCPPG)**

Janet Backhouse explained the work of this group working to improve cancer patient services and offered an invitation to cancer patients and carers to join the group. Anyone interested to contact Janet. Details are attached to these minutes

### **Housing Development on area adjacent to Medical Centre**

The developers have made a strong response to AVDC regarding the Parish Councils' objections to the development. They have criticised the validity of the draft Haddenham Neighbourhood plan. You can see all details on the AVDC website under planning ref. 14/02309/APP..

### **Any Other Business**

- David Lindsey said that there had been a problem with a urgent prescription taking 2 days to action by the pharmacy. It was suggested that the pharmacist could be invited to join us at one of our meetings when they would have an opportunity to tell us about their situation.

Keith suggested it might be better for a couple of PPG members to initially have a one-to-one chat.

- It was mentioned that OCCASIONAL patients need to be advised how the appointment system works. Suggested that it could be published again in the Haddenham Health News. Dr. Howcutt thought patients need to be aware of what is an URGENT need.
- David Lindsey said that TYRE FIGHTERS had been so successful that he wondered if it was possible to extend the time on Saturday mornings so that he could have 2 classes! Dr Howcutt said that the person conducting the CQC inspection had been very impressed by the TYRE FIGHTERS!
- Keith wanted recorded his thanks to Barry for his work in managing PPG matters during a period which had been difficult for him to contribute.

### **Next Meeting**

Set for Wednesday 18<sup>th</sup> March 2015 at 7pm