

HADDENHAM PATIENT PARTICIPATION GROUP

Minutes of a meeting held at 7pm on Wednesday 26th November 2014

Present: Keith Milmer (Chair), Barry Lynch (Vice-Chair), Ellen Solley (Practice Manager), and 27 PPG members

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

Defibrillators

Tony Warris was introduced to the meeting representing 'A Heartbeat for Haddenham'. This is a proposal to install public access defibrillators (PAD's) to the village. There are already 2 defibrillators in the village, one in the Medical Centre and one in the Nurses Wing at Abbeyfield. Thame have 6 and 2 more are planned.

Clear statistics demonstrate that a person's chance of surviving a heart attack, with a person using CPR is about 5%, but if a defibrillator is available, the survival rate goes up to 49%.

The cost is £1,500 + installation and running costs. The village would need to make the purchase. Money from the Village Fete has already been committed to purchase one unit. Points were made from some of the attendees that the outlying villages might also benefit from such a device but there numbers are smaller and the ability to fund a unit would be difficult

The point was also made that 40% of the patients at Haddenham surgery are not residents within this village. There would also be on-going costs to consider as the batteries would need replacing from time to time. Tony offered his number for any further questions to be answered : 292273.

Practice Report

1. **NHS Friends and family test** – Feedback on practice experience carried out by a) check-in screen access b) via the website c) via a text message. Questions included: How was your experience? Would you recommend the service to friends and family? and other questions initiated by the individual surgery. The feedback will then be sent back to the NHS and published. The data would be collected on a monthly basis and will begin 1.12.14.
2. **Reception** - From 1.12.14, a slight change to the receptionist public profile would occur. After 5.30pm receptionists will undertake admin discreetly in the back room but will be available upon request at the front desk. The number of admin and reception staff is also increasing by 1.
3. **Dr Kay Smith** is retiring on 22.1.15.. There is a book in reception for patients to sign if they would like to. Coffee and cake will be available on that day at lunch time for people to say goodbye if they wish. As a result of this change another Dr will be recruited.
4. **New Equipment** - A height/weight machine will be installed in the room where the BP machine is located and will be available self checking. There will, in future, be other health checks available in the room and there will also be the opportunity to promote well-being via posters/leaflets with the emphasis on self-help. New equipment will be purchased by the practice to make all this possible.
5. **Confidentiality** – some patients have suggested that phone calls are taken in the back office to protect people's confidentiality. Ellen is keen to get some feedback on this, but recognises that there is a dilemma with receptionists being available at the front desk also.
6. **The flood** – hospital grade new carpets are being laid soon in general areas. Repair to the skirting board, some plastering and then the decorating can start shortly. The insurance company have confirmed the financial provision for these repairs. The clinical rooms are to be floored with vinyl for infection control.
7. **Nurse provision** – this has been limited by some challenging staffing issues. The seasonal demands and some crisis situations have stretched the team and priorities have had to be managed. A full nursing team is anticipated by January 2015 when it is expected that services should return to normal. Non urgent procedures such as ear syringing and travel

clinic could be undertaken via Manor hospital when surgery pressures are high. This is a private option for those who might wish to follow that route.

8. **Locum** - It was noted that the practice have been very fortunate to have a very good locum during the difficulties, which is rare and appreciated.

Fund Raising - 200 Club

This is to be started in January 2015. The money will provide equipment for the centre, with specific initial goals of high back chairs for the waiting room area and a Doppler machine for speedy checking of circulation in the arms and legs. £1300 has already been banked but £4000 is required to make the fundraising initiative function effectively. In order to be part of the Draw, £25 is required, which will be an annual contribution. There will be 12 draws per year.

The constitution for the 200 Club was circulated to all members present. David Lyndsey proposed acceptance which was seconded and approved unanimously by a show of hands from all present.

"Pharmacies for You"

This is a National commercial initiative to deliver repeat medication to the patient by post. Patient feedback suggests that there is concern about the impact that this might have on any local pharmacist and that they might be lost if not supported by the community. As a result the local Pharmacist to the practice is now also delivering medication to the patients. It was considered to be very important to support the local Pharmacy.

Patient Issues

1. Blood tests – booking wait up to 11 days. Drs are sometimes undertaking the test when nurses not available.
2. The new computer system now allows appointments to be made 6 weeks in advance, correlating it with the Drs rota. Recognised that making an appointment can be difficult.
3. Reviews for a repeat prescription can be done over the phone or face to face. It is not done routinely. Whilst it might highlight it on a prescription it will be dependent on the individual patient.
4. There is no easy answer to the waiting time for early morning phone calls. There can be up to 70 calls. Monday is especially busy. A triage system functions well in many cases and to further help, the idea of having 2 duty Drs on at this time is being considered.
5. The pre-bookable appointment system seems to be working. Huge frustrations continue regarding the 'did not attend' patients for the Drs and the Nurses. Consideration being given to publishing this information.
6. The Drs are exploring the idea of a web GP (Hurley Group), but it is a very expensive provision.
7. Text reminders sent to patients is a real help.
8. Telephone appointments are useful as follow-up to tests to discuss and consider the results. Can be a useful form of consultation.
9. Opposition has been expressed regarding the building work proposed next to the surgery. An error had been made in the application stating that the practice had approved the plans, **This is not the case** and Ellen Solley has written to AVDC clarifying the matter

A.O.B.

- A 'social' for the PPG is to be considered in the New Year.
- Tyre Fighters – good attendance, many people have lost a lot of weight, very encouraging. Meet twice a month. Next meeting 6th December at the surgery.
- Jan Backhouse – promoting Breast Cancer support group that meet regularly in Aylesbury
- Brian Rogers – from Stone, keen to ensure that the group reflect the wider patient community in its name. Assurance was given
- Official membership of the group stands at 118 currently.

Next Meeting was set for 28th January 2015 at 7,00pm at the Medical Centre