

HADDENHAM PATIENT PARTICIPATION GROUP

Minutes of Meeting held at 7.00pm on Wednesday, 16th September 2014

Present: Keith Milmer (Chairman) Barry Lynch, Dr M Howcutt, Ellen Solley (Practice Manager) and 17 members

Keith welcomed everyone and wanted to thank Barry for his support over the last few weeks whilst he had been heavily occupied with a very disruptive building project at his home.

1 **Practice Report**

Dr Howcutt explained that the surgery faced a challenging situation because pipe burst over the Bank Holiday weekend which resulted in three inches of water in parts of the surgery. Thanks to the hard work and quick-thinking of staff the surgery was opened. We had to work from different rooms and some routine appointments were cancelled in the morning or changed to telephone appointments. We provided a full telephone service and saw patients with urgent problems as usual. We were able to provide normal prescription and reception services. Ellen Solley is currently getting quotes and working with the insurers. The rubber backed carpets may not be able to be salvaged. They may have to be replaced with linoleum or similar, to comply with CQC regulations.

The surgery has three new trainee doctors.

The NHS is keen to promote patient online access and now wishes to extend it further to enable patients to see their own medical records. Ellen Solley would like some volunteers to give feedback on using the system. She would like to know if it would save time at the surgery. Patients would have to have registered for online access and patients need their own individual email account.

Dr Howcutt told the group that Jo Green and Dawn Ansted are leaving. He pointed out that there will be cover available for asthma patients.

Ellen said that appointments for flu jabs are available for three Saturdays, 27th September, 4th October and 25th October, as well as a week in October during the day. No private flu jabs will be available. A request was made to Ellen Solley for users of the Fish Scheme to be given appointments during the weekdays.

2. **Patient Issues**

A member queried why there is a three week wait to see the doctor of choice. Dr Howcutt explained the current triage system whereby a patient telephones the surgery 'for an appointment'. The duty doctor then rings the patient to arrange an appointment appropriate to the need. This avoids the 8.00am 'lottery'. The point was also raised that if medication is supplied to a patient and he/she is asked to report back in two week's time how can he/she be sure to see the same doctor for continuity? Dr Howcutt agreed to look into how this could be resolved.

It seems that missed ('no show') appointments are less frequent now that the texting system is in place for those who have registered their mobile phone numbers with the surgery. A text message is sent to remind patients of the appointment and if, for whatever reason, they are unable to keep it they can text back 'cancel' and the appointment is automatically freed up on the system.

Barry Lynch asked if the online system conflicts with the telephone appointment system as it did not include telephone appointments for purpose of 'triage'. Dr Howcutt agreed to look into it.

Keith Milmer thanked those present for the general positive feedback they had offered, in addition to the voiced concerns.

3 **PPG Mailing List**

Barry Lynch has been trying to promote the PPG mailing list but has had little success. The mood of the meeting was that paper adverts would be more effective in advertising the PPG. These could be 'Go Local' and via local organisations. Three members volunteered to assist with mail lists and publication promotion and Barry Lynch will co-ordinate.

4 **Fundraising**

After discussion it was decided to apply for a licence to run the 200 Club. Di Franklin agreed to organise and run it. Dr Howcutt thought that a Doppler machine (for checking circulation) at a cost of £3,000 would be very welcome as it was an exception to their normal policy of buying equipment as and when needed.

5 **PPG Social**

Keith Milmer suggested holding a Christmas social event for the PPG. This gained broad support from the meeting attendees. More details to follow.

6 **Development of Medical Centre Site**

The plans have been submitted to the AVDC for the construction of eight bungalows and premises for a new dental practice. Barry Lynch said the plans can still be viewed on the AVDC website (application no. 14/02309/APP) and comments made. The deadline is 26th September.

7 **NAPP**

We have joined the National Association of Patient Participation. The association is interested in hearing feedback from anyone who has had recent experience with A + E services. Please see its website for further information: <http://www.napp.org.uk>

8 **Any Other Business**

A member wanted to record thanks to the reception staff for their quick response for the transfer of notes etc to the hospital in a recent emergency.

David Lindsey announced that the Tyrefighters will meet on Saturday 27th September. This meeting will discuss heart attacks and diabetes. The sessions are free of charge and start promptly at 9.00am at the surgery.

A question was raised about the monitoring of warfarin levels for patients on this anti-coagulant therapy. Dr Howcutt said that the new system means that surgeries must bid for the provision of this service that they had previously performed as a matter of course. This has to be done by the end of September.

The need was raised for having disposable sick bowls available at Reception for those visitors who feel nauseous, and might not be able to reach the toilet facilities in time.

Hugh Stradling is interested in raising funds to purchase a vehicle for the use of totally wheelchair bound patients. He would like to know if there was a sufficient need. Dr Howcutt would report back.

9 **Date of the Next meeting**

This was agreed as Wednesday, 26th November at 7.00pm.