

SWAN PRACTICE PPG

Meeting Minutes

Tuesday 7th March 2017 @ 7.30PM

The Centre, Verney Close, Buckingham (Old Red Cross Centre)

1	Welcome & Introductions GDJ	GDJ opened the meeting
2	New Members & Apologies GDJ	A list of those in attendance and apologies are at the end of the minutes.
3	Minutes of the previous meeting All	The minutes were agreed apart from missing apologies from Barbara Smith. The internal signage at Steeple Claydon was raised as a matter arising. JA assured this had now been ordered and paid for.
4.	Winter resilience update Brian Wagstaff (BW)	GDJ asked BW about the progress of the pilot. BW appraised the group of the progress, and the fact he will become a permanent member of the team in late March. The pilot has enabled the practice to pilot paramedics in primary care, and this has created some head room for GPs allowing them to spend more time with complex cases. BW has done on some days as many as 11 home visits. Brian was congratulated and welcomed to the team.

5.	<p>Premises Update Jonathan Pryse (JP)</p>	<p>JP introduced himself as Executive Partner and his involvement with the new development. This is potentially planned for Lace Hill and may be up to 4000m² with 3 stories. There is a plan for a renal unit to be attached, and adjacent a 60 bed care home. Outline planning application is ongoing, and The Swan are looking to occupy up to half of the site, with other providers also working from it, i.e. outpatients and day case surgery. The business case now needs to be worked up and financials detailed. JP asked for any comments or questions.</p> <ul style="list-style-type: none"> <input type="checkbox"/> AM gave an overview from council perspective, other providers on the same patch, bridleways and access <input type="checkbox"/> Discussion took place surrounding car parking and ensuring this was adequate <input type="checkbox"/> The remaining 'town centre' surgery was also discussed but no definite plans as yet as to which site to keep, or if indeed this is required – SL gave his experience of moving Haddenham Health Centre to outskirts and this was a positive move after a short 'storm' <input type="checkbox"/> AM suggested recruiting as a PPG member someone who lives on the development <input type="checkbox"/> Issues also surrounding future of community / cottage hospitals were discussed and Thame and Marlow as examples will be interesting <input type="checkbox"/> May be opportunity to have more modern community hospital situated with care home <input type="checkbox"/> End issue if the buildings currently occupied are not fit for purpose and could be reinvented allowing better provision <input type="checkbox"/> All agreed the crucial element was transport and links to town – i.e bus service routes / volunteer transport
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6.	Structure of PPG GDJ	<p>GDJ posed the new and combined PPG size to the group and asked if there was a strength of feeling about this. Is it too big for decision making, is it productive and inclusive? Or impersonal and hard for some people to be heard?</p> <p>Discussion took place about the possibility of:</p> <ul style="list-style-type: none"> <input type="checkbox"/> A smaller group <input type="checkbox"/> Limited time as a serving member <input type="checkbox"/> Off shoot working groups <input type="checkbox"/> Elections <input type="checkbox"/> Rotating attendance <p>An overwhelming majority felt it was best to leave it as it is. Most felt welcome and that they could contribute and it was an inclusive and productive group. RP said the group reminded her why she was a GP and finds the meetings affirming and one that belongs to the patients. All agreed they did not want to disillusion volunteers or for anyone to feel disenfranchised and to leave the group to evolve.</p> <p>There is still the issue of representation and there were suggestions about approaching schools, other organisations to see if we can recruit some younger members (no offence!)</p> <p>SD mentioned the last meeting may have lost track of why the group met, and felt that this inclusive style of inviting comments and suggestions worked better.</p>
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7.	<p>Practice update</p> <ul style="list-style-type: none"> <input type="checkbox"/> Same Day Service Update <input type="checkbox"/> Clinical team <input type="checkbox"/> Reception team <input type="checkbox"/> Dispensary team 	<p>The rotas and room planning are now the main focus, then templates and planning of the structure of the day. Hopefully ready to go live end of April /beginning of May. Training in place for care navigation and minor illness for clinical teams. Telephones and messages are being planned. Feedback from group :</p> <ul style="list-style-type: none"> <input type="checkbox"/> Need to dispel fear of giving information over the phone <input type="checkbox"/> GP message as welcome would be good <input type="checkbox"/> Positive messages should be used as holding messages but not too many as going round in a loop is frustrating <input type="checkbox"/> Maybe add how many call handlers are picking up each morning ? <input type="checkbox"/> Not silence – music is OK <input type="checkbox"/> Seasonal messages like flu jabs / OTC hayfever / prescriptions in time for Bank Holidays etc. <input type="checkbox"/> Short messages <p>Shelley and Fi are testing out making nurse appointments bookable online via Patient Access</p> <p>4 new staff recruited and supervisors now at each site</p> <p>2 new staff recruited and EPS (Electronic Prescription Service) update – will wait until we have to go that way, as it is still not 100% reliable.</p>
8.	AOB	<p>Is there any likelihood of extending or developing Steeple Claydon – this has been reviewed and discussed and the answer is not at present time.</p>

	<p>Future meetings – topics</p> <p>ALL</p>	<p>Amabelle White will come on 10th May and give an overview of how we work with medical students</p> <p>George Gavriel is also planning on coming to the July meeting to update the group on working collaboratively with other practices locally.</p>
	<p>Any Other Business</p> <p>Date of next meeting</p> <p>ALL</p>	<p>Tuesday 10th May 2017 @ The Centre Verney Close 7.30pm</p>

<p><u>Present:</u></p> <p>Graeme Johnston Julie Anderson Andy Mahi Sarah North Alison Banks Emma Hughes Becky Pryse Pamela Mears Margaret Place Allen Lawrence Steve Long Shelley Wagstaff Margaret Dean</p>	<p>Barbara Smith Jonathan Greenough Sandra Drew Gail Daffurn Alison Giggins Peter Giggins Debbie Ratu Lynn Mazillius Eileen Turner Brian Wagstaff Jonathan Pryse Becky Pryse Nat Bell Sophia Rudolph</p>	<p><u>Apologies</u></p> <p>Hilary Osgerby Christopher Kennedy Mike Vince Pam Pitchforth Geoff Dalzell Robert Secret Rita Andrew Tony Carroll Elvira Smith</p>
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