

SWAN PRACTICE PPG

Minutes of the meeting held on
Tuesday 14 May 2019

The Centre, Verney Close, Buckingham

Present Graeme Johnston (Chair), Sarah North, Sophie Rudolf, Shelley Wagstaff, Helen Werts, Louise Ellis, Gail Daffurn, Sandra Drew, Steve Long, Els Otten, Michael Mazillius, Fiona Walker, Morva Bonthorne, Ivo Haest, Pam Mears, Alison Giggins, Peter Giggins, Jennifer Laws, Jane Hannah, Dr Alison Banks, Barbara Smith (Secretary)

1 Welcome and Introductions

GJ welcomed everyone to the meeting particularly Michael Mazillius who was one of the founding members of the PPG.

2 Apologies

Apologies received from Pam Pitchforth, Diane Mason, Mike Vince, Kay Bradley, Christine Strain-Clarke, Debbie Ratu, Carol Penny, Julie Anderson

3 Matters Arising

The Milton Keynes 111 call centre is unable to make appointments directly with the Swan and this will not change. The Minutes of the last meeting posted on the Practice website reflect this position.

4 The Role of the Care Co-Ordinator

After joining the Swan Practice in June 2017 as a Care Navigator, Louise Ellis took on the role of Care Co-Ordinator in April 2018.

Louise gave a most interesting and enlightening presentation on her current role, a position for which she is well qualified having a background in nursing and midwifery as well as more recent experience in administration. She explained the many and very diverse aspects of her daily work ranging from contacting patients over 70 or who are particularly vulnerable who have recently been discharged from hospital through preparing and maintaining End of Life care plans to managing patient information on social media and surgery notice boards. All in all a very varied and necessary role.

It was also explained that the role had evolved considerably since it first began and that yes, cover is available when Louise takes time off.

5 Practice update

Helen Werts has joined as a paramedic in the Same Day Service(SDS) at Verney Close.

The GP situation is improving

There will be a new Health Care Assistant (HCA) in June, Holly

The Reception Team is functioning well

There is a new Delivery person who takes made up prescriptions to the homes of those unable to collect.

The Practice is committed to Staff development and encouragement is given

There is a new role of Work Flow Administrator

There is a weak point in continuity of care which is being addressed proactively and dynamically

As a result of its proactive attitude the Practice is frequently asked to participate in pilot studies. Additionally there is a great deal of interest in the Practice from new GPs as there is a route to go from Salaried to Partner.

6 Feedback from Working Group

This group is looking at various aspects of patient/practice interfaces to see what if anything can be changed or improved upon to make the interactions as straightforward as possible. The following updates were given

GJ - No progress so far

SD - very successful communication, remembering the staff are busy at the best of times, all is going well.

EO - Paired with Michelle Reeve

BS - Good meeting with Emma Prior, the New Patient tab on the website was explored. The issues raised were to be taken forward by Emma to Fiona. Hoping to meet again soon. This is a slow and steady process

The website does have thousands of hits and the Facebook page has up to 3 thousand hits in a day which is positive.

The Buckingham Health Care website is 'awful'

Patient Access has about 12 thousand out of about 30 thousand signed up.

The Working Group is open to PPG members. Anyone wishing to become involved and help in making improvements should contact Graeme Johnston

7 Complaints and Significant Events Overview

Twice yearly there is a review of any complaints that have been made to and significant events that have occurred in the Practice. The last review period was from September 2018 to April 2019.

The areas with the most complaints were

Patient Services (including Reception and Dispensing)
Clinical
Appointments

All complaints are taken seriously and dealt with as quickly as possible, the outcomes being used as opportunities to learn for all staff and to ensure the systems and processes are working.

Significant events can be good as well as challenging and may be unusual.

The frequency of such events has to be considered in the context of the number of appointments within the period which is in excess of 400K.

8 New Primary Care Network (PCN)

As part of the new contract GPs are required to form themselves into groups. There will be 12 of these groups in Buckinghamshire

The Swan will be part of the group which consists of those Practices currently in the North Locality group. This group is well established and already does many of the things required by the new contract and is therefore in a good position to embrace the change which is to be implemented as from 1 July 2019. The new PCN clinical lead will be Dr Ramasamy of Norden House Surgery, Winslow.

One significant result of the new contract is extra funding for new services in the form of 70% from NHS England and 30% from the Practices to provide, for example, Clinical Pharmacist, Physiotherapists and more Paramedics.

9 Any other Business

The Lace Hill development was raised but not discussed, this meeting is not the right forum.

10 Date of next Meeting

The next meeting will be held on WEDNESDAY 18 SEPTEMBER at 7pm in the Centre, Verney Close.