

SWAN PRACTICE PPG

Minutes of the meeting held on Wednesday 20 March 2019

The Centre, Verney Close, Buckingham

Present

Graeme Johnston(Chair),Julie Anderson, Jane Hannah, Margaret Place, Pam Mears, Mike Vince, Keith Hofgartner, Els Otten, Diane Mason, Stephen Long, Alison Giggins, Peter Giggins, Sandra Drew, Carol Penny, Sandra Pratt, Tony Carroll, Dr Alison Banks, Sarah North, Sophie Rudolf, Jennifer North, Ivo Haest, Barbara Smith(Secretary).

1 Welcome and Introductions

GJ welcomed everyone to the meeting particularly Keith Hofgartner who was due to give a presentation at the last meeting which was cancelled at short notice due to bad weather. Fortunately Keith was available to make his presentation on the Patient Support Service at this meeting.

2 Apologies

Apologies were received from Kay Bradley, Margaret Dean, Pam Pitchforth, Shelly Wagstaff, Brian Wagstaff

3 Minutes of the last Meeting

Matters Arising

Letters taking too long to arrive - texts are sent straight away when appointments are made, if they are not picked up within 24hours then a follow up letter is needed which means it can be later than expected. A letter from a consultant is usually dictated but may not be typed up, but will be dated as dictated which is why there are discrepancies between postmarked date and letter date.

4 Patient Support Service and Befriending

Keith Hofgartner gave a most interesting and informative presentation on the service now being provided by the Patient Support Service (PSS) to the North Locality of which The Swan Practice forms a large part.

Patient Support Workers assess referrals in their own homes to establish individual needs and where appropriate to enlist assistance from Patient Support Volunteers and other external voluntary or charitable based organisations. This is done through the Volunteers Coordinator, which is the role Keith fulfils in the organisation.

More detailed information can be found on their website, NorthBucksPatientSupport.info, or from leaflets available at the surgeries.

5 ASK NHS and Online Booking

The ASK NHS service is able to book appointments directly and is working.

When 111 is used sometimes it is possible for them to book an appointment directly sometimes not. The reason has been identified. Some calls are routed through the Milton Keynes 111 response team rather than the Buckinghamshire team. Those from Milton Keynes cannot book directly as the Milton Keynes 111 service are not set-up to book directly and are not part of the Buckinghamshire project.

6 Practice update

From mid May mid-afternoon appointments will be available. By this time the issues over GP availability should be mostly resolved when those appointed are able to start working, though the problem of finding locums still remains. The use of Patient Access for test results is working well for those that use it and patients are to be encouraged to do so.

Follow up appointments are something not all patients are aware of and could be used more by clinicians where appropriate. This could help reduce the stress of not being able to see the same GP with an ordinary appointment in the required time scale. Patients need to be aware that they should be given a follow up request slip by the GP at the end of an appointment and this should be used to book the follow up appointment immediately with reception.

The role of the Care Coordinator in ensuring necessary follow up particularly after patient discharge from hospital was outlined.

Jane Hannah has recently joined the Swan as a Reception Supervisor

Megan Price will join the team of Minor Illness Practitioners on 1 April 2019.

Although new GP appointments have been made they are unable to start immediately which is why, along with maternity leave that staffing issues are causing difficulties. A great deal of effort is being put in to minimise the effect on patients by reconfiguring services, nothing is fixed, feedback is important and is taken on board.

New GP appointments are

Dr Claire Chappell - permanent Salaried GP Starting in June 2019

Dr Dinka Kariyawasam - locum GP covering mid May to September

Dr Will Thornton - locum GP covering 2 days per week for the foreseeable future

7 New Premises Update

Stephen Long gave an brief update of the current position of the Lace Hill Development confirming that outline planning permission had been given but that the detail of layout of the building was yet to be determined and agreed. Reassurances have being given by Dr Tina Kenny, Medical Director of BHT, that whatever changes were made no services would be lost conversely there would be gains.

8 Patient Friendly Guides

Graeme Johnston outlined the steps taken so far by a group of five PPG members to look into various areas of patient information which could well be made more patient friendly. This is being done in consultation with the Practice and working closely with them. It was suggested and agreed that flow charts may be useful too.

To this end Dr Banks is identifying practice members from appropriate areas to liaise directly with the PPG members involved.

This is not a closed group! Anyone interested in joining in please email Graeme.

9 Any Other Business

Plans for a new housing development in Steeple Clayton show a replacement for the current surgery by a new build. This was greeted with complete surprise by the meeting and is considered to be speculative and something to do with Section 106 monies.

Future meet dates.

Where possible it was agreed to stick to alternate Tuesdays and Wednesdays,

It was decided that there will not be a meeting in July.

The next meeting is on **Tuesday 14 May 2019**, later meetings will take place on the following dates:-

Wednesday 17 September 2019

Tuesday 19 November 2019

Wednesday 22 January 2020

All the meetings will be at The Centre, Verney Close starting at 7pm

10 Next Meeting

The next meeting will take place at 7pm on Tuesday 14 May at The Centre, Verney Close