

Meeting Minutes January 23, 2017

Present: David Weller (Chair), Linda Lawson, Elizabeth and Len Whitehead, Judith Denny, Aileen Blackley, Jenny Marnock, Dr. Elizabeth Mottram, Mike Bellman, Graeme Panting (Public Guest)

Apologies Helen and Gordon Easson, Rob Tatham. Sheen Harper

Next meeting: AGM 27 March 2017

Item No	Action
1	Welcome was given to the guest Alice Kunjappy-Clifton from Health Watch.
2	Previous meeting Having been circulated were taken as read and signed by the Chairman as a correct record subject to the following amendment: In attendance list, Jenny Marnock to be added
3	Matters arising The blood pressure machine has been calibrated. Information about the Blood Pressure machines was given by Linda. 14 blood pressure machines have been purchased by the PPG and are now available for patients for home monitoring of their blood pressure over a 2 week period. Waitrose charity donation has agreed to deliver the cheque for their token collection and the total has been reported as £350. On the invitation of the Chairman, Mr. Panting asked a question regarding the supply of medicines to him. The Practice Manager confirmed that she would investigate Mr. Panting's complaint and advise him accordingly. Walking group up-date was that Gordon has been booked in for a health and safety course. (March 15)
4	Treasurers Report Total amount in the PPG account is £813:99 total amount broken down to £545:55 in the fund raising account and £268.44 in the PPG account. The Treasurer reported that the 2016 accounts have been finalised

and signed off by the Independent Examiner as a correct record.

5 **External reports**

West Berks Patient Panel The meeting to up-date information on the panel has not yet taken place.

West Berkshire Community Hospital. No report was available.

Newbury Clinical Commissioning Group Meeting. No recent meeting.

6 **Communications Sub-Committee**

The communication sub-committee produced a new document with the final decision of the colour and font agreed by all members.

7 **Internal Meeting Reports**

The Chairman reported that he had attended the last PHCT meeting when they had received a very interesting presentation about the Sue Ryder Paycall System.

8 **PPG Practice Report by Linda Lawson**

Teresa Barry has sadly decided to resign from her post and will be leaving on 17th February (however she will continue to help out from time to time!)

Becca Spencer and Emma Batten have been appointed as Receptionist Supervisors. Jenny Marnock (Deputy Practice Manager) will be attending PPG meetings with Linda.

Doctors

- We are advertising for a Salaried GP
- Locum cover is currently being provided by - Dr Hyde, Dr Hetherington, Dr Siddiq and Dr Choudhry.
- GP Registrars: Dr Moir and Dr White will have completed their placement at the end of January. Two new GP Registrars, Dr Booth and Dr Hato will be starting their 6 month placement in February

Dr Mottram will be starting to pilot group sessions for her patients with fibromyalgia. These quarterly sessions will last for about 1 1/2 hours, patients will be invited to attend by letter. Some patients really benefit from this type of group work and if successful she hopes to extend this at a later time for patients

with Diabetes and COPD.

Nurses – Beth Frampton (Practice Nurse) starting in February for initially 1 day per week, helping with diabetic and travel clinic.

Patients who live outside of our practice boundary have been asked to move to their local practice, our list size has now reduced to 18,350 approx. However individual GP list sizes remain high at 2700 patients for a full-time GP.

We are working on introducing a MSK Physiotherapy triage pilot. This would enable patients with a musculoskeletal injury to be called directly by a physiotherapist rather than waiting for a GP referral. We currently have 2 physiotherapists on site and both are able to receive NHS referrals, Premier and Complete Physiotherapy.

NHS England are implementing a Community Pharmacist programme, to support practices to employ pharmacists and we hope to employ a Pharmacist in future.

We continue to work closely with Dr Gallen (Diabetes Consultant) to help those patients with more difficult to control diabetes.

We are reviewing patients who have frequent A&E attendances to look at ways of reducing their attendances. This work is also under review with the CCG.

7 day access has hit the press again; we await further details of how this will work. We are currently open on most alternate Saturday mornings between 8.00am and 12.00 and GP's hold later appointments on Monday-Thursday evenings.

DNA's. Average 20-30 per week

October and November 109 patients DNA's (Did Not Attend)

December 93 DNA's

However January 115 DNA's already!

Telephone calls average 10,000 per month, busiest days Monday and Friday.

Online services – 2600 patients i.e. 14.16% registered for patient facing services, of these 508 have online access to patient records.

New! MyGPapp

Download from Google play for android phones and App store for iPhone. Trailing now with PPG members to book appointments, before advertising for all patients. The practice must have an up to

date mobile phone number on record for this to work.

New! Website

The web site is now completed and patients can now book appointments, order repeat prescriptions and view their medical records on line. Our Receptionists would be pleased to help if you require further information about our online services. www.thatchammedicalpractice.co.uk .

999 visitors in December (2949 views), 935 visitors in January (3079 views).

9 **Any other business.**

- a) The number of patients who do not attend their appointments was again discussed as it continues to be a problem. It was suggested that the cost of each appointment should be included in the text reminders sent out to the patients. This will inform them that each GP appointment costs the NHS £45. The DNA numbers will also be included in the parish magazine in Cold Ash that is published every month. It might have more impact if these figures were multiplied by £45.
- b) It was suggested that a timetable of each doctor's surgeries could be put up in the waiting room to enable patients to choose the ideal time to see a doctor of their choice.
- c) It was suggested that there were too many information messages on the notice boards and they were difficult to see from the position of the chairs available. An arrow pointing to the new messages was suggested and well as putting important information on the screen at the front of the rows of chairs. This screen is about to be updated and it was suggested that the changes on the screen might be more helpful if they moved more slowly.
- d) The Christmas raffle was drawn on 15th December and all the prizes were delivered and well received by the lucky recipients.

10 **Arrangements for the PPG AGM**

A discussion took place about the speakers for this meeting. It was suggested that Dr. Rudgley gave an information up-date about the progress within the practice.

A list of further speaker was discussed. These included a representative from the Sue Ryder foundation as they have taken over end of life care in this region from the Macmillan organization. Information about diabetes, or care of the elderly were include in this discussion but finally it was agreed that the topic would be mental health. Alice Kunjappy-Clifton and Judith Denny supported the idea of a stand with information leaflets supplied for the AGM.

The communication committee agreed to costing an information leaflet and the PPG will organise the event.

In response to a suggestion it was agreed that the PPG would provide the refreshments at this year's AGM.

11 **Future Meetings**

Further meetings are scheduled for 22nd May. 24th July. 25th September and 27th November 2017 commencing at 7pm in the Meeting Room at the Practice.