

Beauchamp House Surgery

Patient Participation Group

Meeting Minutes

Tuesday 31st July 2018 at 7pm

Present:

Staff: Dr BEO, KF

Patients: DW Chairman, PO, CP, YA, SG, BF, TB,

Apologies: FW, JB, ND

Welcome to new members and goodbye to departing members:

No new or departing members.

Minutes of last meeting:

Agreed by those present with one minor amendment. No matters arising.

Surgery Communication etc:

KF Summer Newsletter being prepared.

Forthcoming NHS and Practice changes/announcements

KF Dr JH, GP Registrar, has left having fully qualified and is now working as a salaried GP and is also working one day per week at a hospice. Two new registrars Dr LS and Dr NP have joined the practice. Dr S is leaving on 31st August and a scrap book is being compiled which patients can add to. Unable to recruit a new replacement for Dr S but 2 new staff have been appointed, a Nurse Practitioner, who is a prescriber and a Paramedic. The Paramedic will start on 3rd September and will work alongside the duty GP, undertaking home visits and dealing with urgent matters, which will release time for the other GP's to deal with everything else. DW Do other surgeries have paramedics? KF Yes, Danbury and Elizabeth Courtauld. The new receptionist Y, is doing really well. C is now reception manager. There was a nice farewell to E, which about 60 people attended. KF Patient list is to be re-opened on 1st August 2018. List is currently 11,700 and so 300 places are available but they are expected to be filled quickly.

KF New GP extended appointments are to go live on 1st August 2018 and are being run by Elizabeth Courtauld Surgery. Appointments will be at the Halstead and North Springfield (Sainsburys) surgeries, 6.30-8pm weekdays, 8am-2pm at weekends and bank holidays. Appointments, which will be face to face, can be made on a same day basis as well as up to 2 weeks in advance. Consent to share medical records will be required, which can be given when making the appointment or in writing in advance. There is a form available at the surgery. 111 will need to be called to make appointments out of hours. PO How will records consent work out of hours? KF Consent to share medical records can be given via 111.

New arrangement will provide 800 extra appointments per week in mid-Essex and it is hoped that it will be available in Braintree and Maldon by 1st October. Literature will be on the website, posters will be put up, reception staff will mention it and it will be in the local media.

KF Primary Care needs to change as there are not enough GP's available but other practitioners will be able to help where a GP would normally make a referral in any event, e.g. a physio. BF When somebody is taken to hospital after the visit of a paramedic, the hospital ask all the same questions again which seems a waste of time. Dr BEO It is in fact quicker to ask again than read the information taken and often extra information is gained at the same time.

KF Dr IA has accepted a post with the CCG, one day per week from 20th August. His day at BH will be covered by locums who are known to Beauchamp House (BH).

KF CCG are putting in place a shut down at BH and all mid-Essex surgeries one afternoon per month. This will enable staff training, development work, GP studying and catching up in general. Extra cover is provided to 111 by IC24 during these periods. Dr BEO IC24 operate the same computer system so patients records can be accessed. The change commences 1st August.

KF PPG assistance will be sought for the flu clinics starting in September. This year there will be different flu vaccines used for adults depending upon whether they are aged under or over 65. It is envisaged that both vaccines will be available at the clinics and members of the PPG could be used to direct patients to the right location. There is only supplier of the vaccine for the over 65's and they are struggling to meet demand. Clinics will need to be spread out because the supply will be staggered. Patients for the earlier clinics will be selected dependent upon health conditions. The under 65's will be ok. YA and SG said they would be happy to assist with the clinics.

SG How can you stop patients stock piling medication? KF Very difficult. There is a lot of repeat prescribing by some pharmacies that don't check whether the medication is needed. DW Some pharmacies are closed for one hour because of staff shortages. When this was queried the pharmacy said they can be closed for up to 2 hours without the need for NHE needing to know.

SG Is there a form for synchronising prescriptions? KF Yes and pharmacy can be changed if required. Dr BEO Controlled drugs can only be done monthly.

Family & Friends Test

KF Responses received in June were 104, with 97 positive, 6 negative and 1 unidentified. Responses received in July were 67, with 62 positive, 4 negative and 1 unidentified. Reception staff will be given an incentive in August in order to help generate more responses.

NAPP: DW As we are not receiving bulletins any longer, are we no longer members of NAPP? KF There has been nothing in the emails from NAPP. KF Will register again and provide the surgery address for correspondence.

MECCG:

PO Reported there is a new lay chairman of the committee who suggested a number of new initiatives including community PPG representatives. PO advised the committee that there would not be enough time to cover all the PPG's. Only 15 representatives out of the 45 PPG's attend. PO Felt everybody should be re-invited and despite an objection that the conference room was too small, an invite will in future be extended to all representatives. Arrhythmia units have been provided to all surgeries and KF confirmed BH has received several, one of which is likely to be used by the new paramedic, subject to GP's agreement.

PO 83 Care Navigators have been trained across 38 practices and KF advised that three members of staff at BH have received the training. PO Leaflet has been produced to show

how it works. Copy provided to group. PO Asked KF if Social Prescribing was likely in the future? KF Yes and although the website is not fully up to date the reception staff know what services are available and signpost accordingly. Baddow Village, Whitley House and BH surgeries will be looking to employ a physio as part of their collaborative work. PO Raised the lack of a Carers' Protocol 18 months ago and despite a draft having been prepared it has never been issued. PO intends to keep the matter on the agenda until one is issued.

Carers:

PO AFFC continue to offer respite for carers who look after the elderly and those with Alzheimer's etc as well as providing support for young carers which includes club nights and cinema outings. Young carers support staff are going into schools to help identify pupils who are young carers.

KF 132 carers identified from patient list which only equates to 1.1%.

BF The word carer is a problem particularly if you are a mother. People assume it is just part of the role of a mother but it is the aspect above and beyond the usual mothering role that makes it different. KF Reception staff ask "Do You Look after Someone" rather than ask if they are carers to help overcome the problem with the word carer.

Walking Group:

JB in her absence sent a report as follows.

In June we reinstated the riverside walk once the route was dry but unfortunately because of the hot weather and the holiday season there have been fewer walkers. Last Tuesday 24th July was far too hot so the walk was cancelled. JB turned up at 12 in case any walkers came to walk and to let A and the surgery reception know that it had been cancelled. While JB was away on holiday in May/June the walk was led by a few different leaders, and a newly trained walk leader D who has been leading and R who has been back marking. Other leaders now know the route and as a result of this there is no longer pressure for JB to lead every walk.

Those who walked on the day that the RAF flew over in formation for their 100th celebrations had a special treat as we kept stopping at the bridges to view the amazing spectacle with lots of other interested spectators.

Some of those who originally started walking are no longer coming, some due to health reasons and think we need to advertise in the Surgery and in the next newsletter in order to drum up more interest. It may also be useful to bring it to the attention of the doctors especially as we will have new doctors who may wish to refer patients.

My thanks to A, S and the other staff who help out to offer a cup of tea and a biscuit at the end of the walk and although not everyone takes up the offer, it is much appreciated by the few that regularly attend.

PO Thinks they are doing a really good job and he is doing about half of the walks and feels he has missed out if he can't attend. There is a good social element as there is always someone to chat with.

Meet & Greet:

KF Will email PPG when dates of Flu clinics are known.

Any Other Business:

KF Advance apologies for absence at next meeting in September. A & Dr SD will be in attendance.

The meeting closed at 8.15pm.

The next meeting will be at 7.00pm on Tuesday 25th September 2018 at Beauchamp House Surgery.