

Minutes

Hadwen Medical Practice

Patient Participation Group Meeting

21st July 2016 at 7pm

Members present: Pat McCann (Chairperson) Cheryl Charsley , Graham Wightwick, Judith Coney-Jones, Chris Rogers, Diane Howitt, Trevor Light.

In attendance: Ian Robertson (Management Partner) Dr R Estelrich, Jo Robyns-Landricombe (Deputy Patient Services Manager)

Apologies were received from, Michael Liddell, Deborah N Ssenabulya, Sweetha Venkatanarayanan.

1	<u>Minutes from last meeting</u> There was nothing to discuss from the previous minutes.
2.	<u>Diabetes update – Dr Rob Estelrich</u> Rob spoke about his role concerning diabetes within the practice and county wide. Figures were discussed, which showed the practice figures being achieved are over and above the county figures for different targets within diabetes ie. Eye screening. Rob also discussed the Practice is very pro-active in tackling diabetes, diagnosing patients early and educating on how to reverse the probable diagnosis, which 50% of patients can do.
3	<u>Stakeholder meeting outcomes.</u> Pat McCann discussed his attendance at the above meeting. One topic covered was the Ageing Population and concerns regarding this and how it can be managed. Within this it was discussed on how we can help to educate patients as a practice, Ian advised how the Practice were aiming to upskill the Patient Advisers, hopefully reducing the number of triage calls. It was agreed that the Practice will include information on how patients sign up to text messaging within their newsletter, as many people rely on this system to remind them of appointments. The importance of a shorter time slot for GPs to call patients was also discussed and highlighted by Graham Wightwick.
4	<u>PPG Network meeting outcomes</u> Pat McCann recently attended the above meeting. Many subjects were discussed including the flu jabs and dates they can be given to be effective. Loneliness, which is an increasing problem for many ages groups in particular younger people who suffer as much as the elderly population. Dr Estelrich mentioned our connection with the Village Agents and being able to put our patients in touch with them. Ian discussed “Artlift” who are currently running free taster sessions at the Community centre for all age groups (posters are displayed in the waiting room) At the meeting a member of Gloucestershire Libraries was also there to talk about “Shelf Help” a project for all ages to be able to access self help books from their local library.
5	<u>CQC</u> Ian reported the inspection had gone well and the inspectors were impressed with the PPG members they had met. There were no major concerns and we are awaiting the report.

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6	<p><u>Building update</u></p> <p>Ian advised the tender process was now complete, 5 Companies were invited to quote and their prices had all been with £5-£6k of each other. Ian though also advised the quotes were £300-£400k higher than the architect's projection. The architects are currently going through the detailed quotes, to see where cost savings can be made. Ian advised we are hopefully still on target to start in September.</p>
7	<p><u>Ordering early of prescriptions</u></p> <p>Pat McCann had received an email from Andy Kirby to query why he was advised by the Practice to order one of his medications the following week, why couldn't it be ordered at the same time? Jo advised the Practice allow patients to order medication 10 days before they are due to run out. However, if a patient is going on holiday, additional medication can be done and a note put on the patients journal. A patient's medication can be synchronized so that they run together and can be ordered at the same time. Pat McCann will contact Andy to advise him of this and a member of the prescription team will contact Andy next week to organise this for him.</p> <p>Dr Estelrich also spoke about the Prescription Services Team now being up & running and the forthcoming training & discussions to be had to make the process quicker and easier for the Practice and the patients.</p>
8	<p><u>Implications of Brexit for services/building extension</u></p> <p>Dr Estelrich advised he thought there was no immediate impact for the practice.</p>
9	<p><u>Date of next meeting</u> 13th October 2016 at 7pm.</p>