

Hadwen Medical Practice
Patient Participation Group Meeting

20 July 2017 @ 7pm

Minutes

Present: Deborah Ssenabulya (Took minutes), Judith Coney-Jones, Pat McCann (Chairperson), Sam Dunn, Diane Howitt, Keith Charsley, Chris Rogers, Julie Darwin, Suzanne Donnelly, Trevor Light

In attendance: Ian Robertson (Management Partner), Joyce Yhnell (Patient Services Manager), Dr Tara Hunt (GP, Partner)

1	<p><u>Previous Minutes.</u> There was nothing to discuss from the previous minutes</p>
2.	<p>Practice Update Recruitment-Ian: Ian welcomed Dr Tara. She joined the practice 2 years ago as a partner. Dr Tara said she had a special interest in medical medication and mental health. Ian said that two GPs, Drs James Hunt and Megan Straiton would soon join the practice to stand in for the 2 doctors who are about to leave for maternity leave. In addition, a physiotherapist will be recruited, working about 30 hrs a week. He said that no other practice in Gloucester has an inhouse physiotherapist. Dr Tara answered Trevor's question by saying that physio is diagnostic and not therapeutic so you could book directly with a physiotherapist. Internally- The prescribing team has been upscaled. We now have a clinical pharmacist, Reehana. Two of four members of the prescribing team will be trained to a higher level, allowing Reehana to do what she is trained for, looking at safety and prescribing. Patient survey results-Joyce; Joyce said the practice had now come up 5 places in the ratings. She said splitting the team had helped and that now there are patient advisors. Still to improve- The time it takes to get through on the telephone. Way forward-With the help of some PPG members we are going to get more people online. In response to a question on practice boundaries, Ian said surgeries have defined areas from which they can enlist patients. Using your postcode on the website you can find out a list of surgeries that you can register with. Newsletter- Ian; Any one with thoughts on what should go in the newsletter was asked to Email Ian. Suggestions included timing on the new build and clinics availability. Dates for 2017 flu clinics -Saturday 30 September and 21 October.</p>
3	<p>Building Update- Ian Everything is on track, schedule and budget. Fire safety: The practice is happy with the fire protection and state of the art fire detectors. Building- Today the stair cases were put in. The roof will be in place next while the windows and doors will be put in August. Completion is expected in early March 2018. Aspirations- The practice would like to be a community hub. One of the activities suggested was The Ronan's trust, a local charity embracing family bereavement. We could also have support rooms which could be used for instance by carers, mental health and any other group discussions. Ian said this could work on two evenings a week. Julie suggested the Gloucester chest trust fund which she said could work with the practice just as it had done elsewhere with other organisations.</p>

	<p>Closure of St Michael/ Wheatway. The application must go through the CCG which will inform practices that will be affected by the closure. A recent survey of patients using St Michaels showed that only 39/1950 would move practice if it closed. Expected closure dates are Aug 2018 Wheatway and Dec 2019 for St Michael.</p>
4	<p>Cluster Update</p> <p>As part of a cluster with Rosebank and Quedgeley we were involved in a pilot where we had a mental health nurse at the practice. Problem: it was run by the <i>Together trust</i> and not by the practice and training time was not factored in. They pulled out of the practice before the end of the pilot. Through clustering we got a clinical pharmacist. Use of their extended hours will be determined by individual practices.</p>
8	<p><u>AOB</u></p> <ul style="list-style-type: none"> -Pat said he was still battling to get answers to funding reports at Gloucester Royal Hospital. -Susanne raised concerns about fire safety at GRH. When she asked them about exit procedures in case of a fire, the nurses did not seem to know what to do. Julie explained that there were zones and the fire brigade would know where to pick patients in case of a fire. -Chris wanted to know why the practice number is withheld when the surgery staff ring patient telephones. Ian promised to look at it. -Questions were raised on why the screen in the waiting area could not be used to show any delays by GPs and why there was no clock in the surgery. <p>The meeting was informed that the current screen belongs to the pharmacy and that any delays are usually communicated to individual patients by receptionists.</p>
9	<p><u>Date of next meeting</u> 19 October 2017 at 7pm</p>