

COMMUNICARE

MINUTES OF MEETING HELD AT WANSFORD ON Wednesday 5th March 2014

PRESENT: Mrs H. Gough (Chairperson) Rev D. Parkes (Vice Chairman) Mrs C. Wagstaffe (Secretary) Mrs W. Spencer (Communications Off'r), Dr A. Takhar, + 13 patients

Mrs. Gough opened the meeting welcoming those attending.

1) APOLOGIES: G. Markley (Treasurer) Drs. Nally, Hume, Baker, Jones, Mrs D. Roberts (Practice Manager), Mrs A. Harvey, Mr. D & Mrs L Hellard

2) The guest speaker for the evening was Angela Burrows, Chief Operating Officer of Healthwatch Peterborough. She gave a comprehensive account of the structure of the organization, its place in the local area and the way in which it is staffed. Current projects being undertaken include work at Peterborough prison helping inmates with social and health issues, complaints handling at PCH and progressing the facilities provided by Macmillan Centre both at PCH and Thorpe Hall. Future projects planned will extend the work at the prison to the mother & baby unit, and also working with children with disabilities and special needs. Healthwatch also monitor patient views and relay these back to the local commissioners, as well as official publications and notices where it is thought necessary to seek changes. Mrs Burrows stressed the importance of keeping the public aware of the work of Healthwatch which can be followed on their website and by means of a monthly newsletter circulated to all local PPGs. There followed several questions from patients and lively discussion.

3) MINUTES OF LAST MEETING

The minutes of the meeting held on Wednesday 8th January 2014 were agreed as a true record – proposed by Peter Barry, seconded by Lloyd Caddick – all in favour.

4) MATTERS ARISING

i) Car Park at Wansford : Dr Takhar reported that there were still issues regarding the underground gas pipeline which had to be resolved – this did not affect the actual carpark but the linking footpath. An onsite meeting was planned within the next couple of days which hopefully would then allow the project to be finally completed.

ii) Following the presentation on '111', it was now confirmed that the service was live in this area. Mrs Burrows asked for any relevant feedback should be passed to Healthwatch. Dr Takhar stressed that patients should continue to ring the surgery during normal opening hours with any problems rather than the '111' number, but for urgent emergencies 999 must be used.

5) TREASURER'S REPORT - No report available – Current funds stand at £2038.15 (same figure as reported in January)

6) TRANSPORT REPORT

Although adverts had been placed for additional drivers Mrs Thorley reported that she had received a marked increase in requests to provide transport. It was noted that a similar organization operating out of Oundle could provide the service – the relevant contact information to be passed to the surgery reception to use in the event of no Communicare drivers being available.

7) EQUIPMENT PURCHASE – No requests

8) BORDERLINE FORUM REPORT

Mrs Spencer presented a report on the last two Borderline Patient Forums where there had been presentations on the development of phlebotomy services, the continence service referral pathway and the Better Care Fund. The forum had expressed concerns to the LCG regarding the current procedures for issuing secondary care prescriptions. Members of the forum continue to participate in various projects and have recently undertaken a review of all member practice websites, as well as those of the CCG, Peterborough and Borderline LCGs.

David Parkes reported that tendering on the Older Peoples project was progressing at CCG level

and a consultation document should be issued shortly with public involvement.

It was confirmed that Michael Bacon had been re-elected to continue as Chairman of the forum for a further 2 years from 1st April and David had been elected as vice-chairman for the same period.

8) ANY OTHER BUSINESS

i) NHS Data Harvesting – Dr Takhar answered a number of questions regarding the current situation regarding the storage of data for research purposes – all patients at Wansford had already been notified and given the option to opt out of the national scheme.

ii) Patient Survey – this is still in progress – approx. 200 replies received – completion on website preferable.

iii) Oundle PPG Newsletter – Copies of this were circulated round the meeting – it was agreed that although the contents were admirable, much of this type of information in respect of Wansford was already covered by reports in village magazines and seasonal newsletters issued by the surgery.

iv) George Russell – Mrs Wagstaffe reported on the recent death of Mr Russell who had for many years acted as auditor of the Communicare accounts. Commiserations have been passed to his family. It was noted that a new auditor will need to be appointed in time for year end in September.

GM to action

v) Health Checks – In answer to a question, Dr Takhar outlined the current programme for annual health checks and reported that it was hoped to introduce screening for prostate cancer in the foreseeable future.

vi) New Dental Pricing – Reported that the dental surgery have recently introduced a new pricing structure basically in line with NHS charges – these can be viewed on their website.

vii) Surgery Website – Dr Takhar reported that the website was currently under review and he hoped to include a dedicated PPG section which could be updated on a regular basis.

viii) Meeting Venue - Patients attending from Kings Cliffe queried whether it would be possible to hold a future meeting more locally – it was agreed that the Kings Cliffe Active Sports Pavillion would be a suitable venue and a midday time might encourage better attendance – proposed that the July meeting (2/7) should be held at KC with the appropriate notice being placed in village magazines in June & July. **CW to pursue**

ix) Referrals to Hospitals – Mrs Gough reported on a recent incident where a patient was referred to Leicester hospital for a scan but no transport was available – after intervention they were transferred back to Peterborough. Dr Takhar reported that from April dementia patients currently seen at Kettering are being transferred to Peterborough, but there is still the option of choice.

x) Abbreviations/Acronyms – Concern was expressed by several patients that they did not understand the meaning of a large number of acronyms used in reporting – David Parkes offered to compile a list which can be circulated by email. **Action:DP/CW**

xi) Surgery Personnel – In response to a question, Dr Takhar confirmed the structure of current doctors working at Wansford/KC, which included the permanent posts together with temporary trainees. He agreed to compile a suitable outline which could be displayed in the receptions and on the website. **AT to action**

9) DATE/TIME NEXT MEETING – Wansford Surgery – Wednesday 7th May 2014 at 6.30pm.