

COMMUNICARE

MINUTES OF MEETING held at Wansford Surgery on Thursday 6th November 2014

PRESENT: Mrs H. Gough (Chairperson), Rev D. Parkes (Vice Chairman) Mrs C. Wagstaffe (Secretary) G. Markley (Treasurer) Mrs W. Spencer (Communications Off'r), Dr Takhar, + 8 patients

Mrs Gough opened the meeting welcoming those attending.

The meeting welcomed the guest speaker, Jan Sharman who is a patient representative on the Borderline Patient Forum for the Jenner practice in Whittlesey. She gave a very entertaining and informative talk about 'Managing your Medicines' drawing on her vast experience during her career as a pharmacist. This was accompanied by an amusing and concise power point presentation showing the various pitfalls that patients fall into when taking your prescribed medicine and how many foods can have a bearing on the effectiveness of drugs including those which can have a very detrimental result. The talk gave much advice and help to those patients taking commonly prescribed items to maximize the positive aspects and minimize the possible side effects.

Following a few questions from the floor, Mrs Sharman was warmly thanked for attending and also Mr Gary Stewart, chairman of the Jenner PPG, who had provided her transport to Wansford.

1) APOLOGIES: G. Markley (Treasurer) Drs R. Nally, Hume, Baker, Jones, Mrs D. Roberts (Practice Manager), Mrs K. Lawes (Deputy Practice Manager), D. Sidgwick, Mrs A Harvey, D Housden

2) MINUTES OF LAST MEETING

The minutes of the meeting held on Wednesday 2nd July 2014 were agreed and signed as a true record – proposed by Rev Parkes, seconded by Mrs Wagstaffe – all in favour.

3) MATTERS ARISING

i) New Car Park: Dr Takhar confirmed that this project has now been finally completed thereby freeing up the whole of the existing carpark for patient use. Members of staff who cover the late shift at the surgery will continue to use the rear carpark, but some spaces are now available outside the Barn building.

ii) As Dr Nally was not in attendance the matter raised last time by Mrs Wagstaffe regarding the location of future breast screening for patients from Tixover would be carried over until the next meeting. Mrs Spencer reported that she had been notified of an appointment for screening at Corby as part of the new structure of calling a later age group which is gradually being rolled out nationally – it would appear that Northamptonshire was included in this new arrangement, but surrounding counties may be subject to a later inclusion.

iii) The item regarding planning in respect of the Kings Cliffe surgery was also postponed until the next meeting due to the absence of Dr Nally who is dealing with this matter.

4) TREASURER'S REPORT

Balance brought forward		£2229.46
Income		
Coffee morning (Sep £11.50 & Oct £11.40)	22.90	
Donation from Voluntary Drivers	8.00	
Donation from Mr & Mrs Ken Bourne	750.00	
Donation I/M late Mrs F Melton	145.00	
Donation from Mrs J.A. Hamilton	500.00	
Donation Anon	20.00	
Charifund interest	30.50	
Bank Refund	3.00	<u>1479.40</u>
Expenditure		3708.86
PPG Meeting – K/Cliffe hall hire charge	14.00	
Donation to Woodnewton Newsletter	40.00	<u>54.00</u>
Balance carried forward		<u>£3654.86</u>

In the Treasurer's absence Mrs Wagstaffe read out a note from him suggesting that all monies and cheques received at Wansford surgery should be immediately sent on to the Kings Cliffe surgery for his collection, together with a telephone call to alert him of the action. This would enable him to bank items quickly and respond where necessary with thank you letters. It was noted that some cheques which Mrs Wagstaffe had that evening collected from Wansford were dated well prior to 6th November. Dr Takhar agreed to implement the necessary action to ensure that all items were promptly transferred to KC.

5) TRANSPORT REPORT - No report

6) EQUIPMENT PURCHASE - Dr Takhar reported that although the previous meeting had agreed the purchase of the DVT monitoring machine, this had not yet been ordered due to surgery staff being fully engaged with training for a new online system.

7) BORDERLINE FORUM REPORT

Mrs Spencer presented a report from the Borderline Patient Forum including presentations on Care Data, Audiology and Assistive Technology. The successful bidder for the Older Peoples Programme had been announced – United Care Partnership – who will take over on 1st April 2015. It was noted that Dr Nally has now been appointed as deputy chairperson of the Borderline LCG, but that as the Borderline Jamborees are now lacking support, some sessions will be amalgamated with Peterborough LCG. Despite suggestions of a possible merger of the two LCGs, the Borderline patient forum were vehemently opposed to this, as they considered our area would become the 'poor relations'. Concern had been expressed by several practices at the forum about the lack of appointing practice partners – many existing partners are now retiring and most GPs only want to be employed as salaried staff.

8) ANY OTHER BUSINESS

i) Dr Takhar reported that the practice were currently changing their online computer system from EMIS to SystmOne/SystmOnline and that the old service would be terminated within the next few days. The new system is being used by over 2000 practices, as well as the out of hours service, hospitals and community services. Patient data will be stored at a central secure location with no access by outside organisations. Patients attending another location can give their permission for that unit to access their records, or it will be logged on SystmOne that they have already agreed to overall access by all users. It is hoped that within the next two to three years the facility for patients to access their own records will be made available. Appointments are now being made using the new system and all practice staff have received full training which had been fully funded by the NHS.

ii) Dr Takhar circulated a new form – The NHS Friends & Family Test – produced by NHS England to obtain feedback on patient experience when visiting their practice, which will be launched on 1st December. Results will be submitted monthly to NHS England and will be used by the practice to hopefully improve their service, based on the three main elements highlighted by patients requiring attention. The meeting agreed that if forms are only placed in reception, very few patients will take the trouble to fill them in – the suggestion was made that doctors and nurses should perhaps hand the form to a patient when they leave their room, although this could result in the allotted time running over because the doctor/nurse will be asked to explain about the matter. Dr Takhar suggested that the forms could perhaps be given out during one specific period – a week per month – targeting clinics and busy surgeries. Mrs Spencer agreed to compile a suitable announcement to be placed in the village newsletters, possibly in January, explaining about the forms and encouraging patients to participate.

iii) There was discussion about the possibility of Communicare providing some kind of floral enhancement to the surgery exterior – Mrs Spencer had obtained agreement from the Elton Walled Garden Centre to provide a discount on purchases of plants, bulbs, etc. It was agreed that hanging baskets or wall mounted troughs might require too much maintenance, but the planting of various bulbs around the site would provide a welcome and colourful display for visiting patients. Mrs Spencer agreed to liaise with practice staff with a view to carrying out this work in the near future.

9) DATE/TIME NEXT MEETING – Wansford Surgery – Thurs 8th January 2015 at 6.30pm.