

COMMUNICARE

MINUTES OF MEETING held at Wansford Surgery on Thursday 8th January 2015

PRESENT: Mrs H Gough (Chairperson) Rev D. Parkes (Vice Chairman) Mrs C Wagstaffe (Sec'y) Mrs W. Spencer (Communications Off'r), Dr R. Nally, Mrs K. Lawes (Practice Manager), + 6 patients

Mrs Gough opened the meeting welcoming those attending and wishing everyone a happy new year. Congratulation were also extended to Mrs Lawes on her appointment as Practice Manager.

1) APOLOGIES: G. Markley (Treasurer) Drs Takhar, Hume, Baker, Jones, Banner, Rev & Mrs Caddick.

2) MINUTES OF LAST MEETING

The minutes of the meeting held on Thurs 6th November 2014 were agreed and signed as a true record – proposed by D.Hellard, seconded by P. Wright – all in favour.

3) MATTERS ARISING

i) Mrs Spencer confirmed that assisted by the generosity of Elton Garden Centre in giving a good discount, 200 spring bulbs had been purchased and planted around the car park entrances and connecting pathway. Thanks were expressed to her for organizing this and to Alison from the reception staff who had helped with the planting.

4) TREASURER'S REPORT

Balance brought forward		<u>£3654.86</u>
Income	3.54	
Coffee morning (Nov 2014)	261.30	
Donation I/M late Lilian Marchant	112.56	
Easy Fund Raising – Spend & Save via web	46.00	
Charifund interest		
Expenditure - Nil		<u>£4078.26</u>
Balance carried forward		

5) TRANSPORT REPORT - No report

6) EQUIPMENT PURCHASE

i) Dr Nally reported that after further consideration the doctors had decided that the purchase of the DVT monitoring machine was not justified due to changes in guidelines on the frequency of testing. She requested that some of the monies already allocated should be used to purchase approximately one year's supply of sticks for the D-Dimer Kit – this monitors the blood for clotting and if necessary, after being prescribed clot bursting drugs for a few days, patients can then have an ultra-sound test – this procedure is carried out at the surgery. The revised costs would amount to approx. £400.

Proposed by Mrs Wagstaffe, seconded by Mrs Gough and all agreed to this amended expenditure.

ii) Dr Nally requested consideration of the purchase of a mobile ECG machine for use by the two frontline healthcare assistants, who triage patients on a daily basis – cost of this equipment approximately £1500. Proposed by Mrs Wagstaffe, seconded by D.Hellard and all agreed to this new expenditure.

7) BORDERLINE FORUM REPORT

Mrs Spencer reported that at a recent meeting of the forum, various members of the LCG Board had been invited to attend and give a short appraisal of their role on the Board - a practice manager and a practice nurse who represent all managers and nurses from Borderline surgeries, and Dr Gary Howsam the Chairman of the Borderline Board. He spoke about the financial pressures on trying to

maintain quality of service and speculated on the possibility of more practices amalgamating over the next few years. He also reported that more funding had been made available to A&E departments to reduce admissions and meet the 4-hour waiting target.

The Admission Avoidance Team project, which was piloted at Peterborough in 2013 and proved to be very successful in assisting patients with outside solutions to their health needs, thereby avoiding admission to hospital beds, has now been commissioned as a mainstream service.

The End of Life Group reported that Personal Care Plans are now in use and most relevant staff have received training on the new forms. Marie Curie nurses have received funding until March 2016 from the Peterborough & Stamford Hospital Trust.

8) ANY OTHER BUSINESS

i) Completion of the NHS Friends & Family Test form both within the surgery and on-line via the practice website was proving difficult thus indicating that most patients were satisfied with the service and did not want to identify any areas of negativity. Reference to the form will be posted in the village magazines in February in the hope that this will encourage more participation – reporting back to NHS England commences on a monthly basis at the end of next month. Areas where it might be possible to introduce improvements were highlighted by Mrs Lawes – an amended telephone answering system which provided the caller with options to progress to specific departments – a notice in reception to alert patients to the provision of a more private location if required – possible information via the booking-in screen or a visual monitor showing a patient's position in their doctor's appointment queue. Although completion of the annual survey form was not now required, NHS England were continuing to send these out by post to random patients – out of 250 patients who had received these, only 127 had replied.

ii) Gilbert Markley had requested information about patients being required to attend the Peterborough Walk-In Centre for diabetes screening – Dr Nally confirmed that this was the case and was caused by lack of funds to provide the service within the practice.

iii) Dr Nally provided information on a new government proposal to provide funding for extended services – the 'PM Challenge Fund' – within the Peterborough and Borderline area there would be four 'hubs' which would provide 8am-8pm cover 7 days a week – they would be staffed by local GPs, but as Dr Nally observed, if a doctor was required to work until 8pm they would have to forfeit some of their normal hours within their own practice. Wansford would be included in a hub consisting of Yaxley, the Ortons, Ailsworth & Castor and Oundle – 60K patients in total. Unfortunately both Yaxley and Oundle do not have the benefit of SystemOne thereby allowing access to a patient's record – this is a problem which will have to be addressed. Patients contacting services such as 111 or 'Out of Hours' would be directed to the 'hub' by phone or appointment as necessary, hopefully thereby encouraging them not to pitch up at A&E. This new service is currently out for tender and Wansford are bidding – closing date is 16th January, so further information will hopefully be available at the next meeting.

iv) Mrs Lawes stated that as part of the 'Challenge' the practice website could be upgraded to include 'e-consultations'. Patients would be responded to by email or phone either from the practice itself or possibly from the newly formed 'hubs' when these become operative.

v) Dr Nally enquired about the possibility of setting up a local 'carers register' – ie people who would be willing to execute certain voluntary tasks such as shopping, providing transport, visiting, etc. (not to include actual caring or medical duties). Although it was acknowledged that this was in theory a good idea, Mrs Wagstaffe offered to investigate the formalities of setting up such a scheme.

vi) Mrs Wagstaffe, on behalf of the meeting, thanked both Dr Nally and Mrs Lawes for their attendance and contribution to the discussions.

9) DATE/TIME NEXT MEETING – Wansford Surgery – Thurs 5th March 2015 at 12.30pm.