

COMMUNICARE

MINUTES OF MEETING held at Wansford Surgery on Wednesday 2nd December 2015

PRESENT: Mrs H. Gough (Chairperson), Rev D. Parkes (Vice Chairman) Mrs C. Wagstaffe (Sec'y), G. Markley, Treasurer, Mrs W. Spencer (Communications Off'r), Ms Annette Johnson, Reception Manager + 17 patients

Mrs Gough opened the meeting welcoming those attending and introduced the new Practice Reception Manager, Annette Johnson.

APOLOGIES: Drs Takhar, Nally, Hume, Baker, Mrs K Lawes-Practice Manager, Ann Harvey, David Housden, Philip Wright.

1) MINUTES OF LAST MEETING

The minutes of the meeting held on Thursday 4th June 2015 were agreed and signed as a true record – proposed by Rev Parkes, seconded by Carole Ingle – all in favour.

2) MATTERS ARISING

Under Note (i) of Treasurer's Notes - it was reported that this matter had been resolved at a meeting of the Treasurer with the Vice Chairman and Secretary, when it was also agreed that on the occasions when the Treasurer cannot attend meetings every endeavour will be made to adequately clarify any discussions on financial matters taking place in order to avoid any misunderstandings.

3) TREASURER'S REPORT

Balance brought forward		<u>£4464.59</u>
Income		
Charifund interest	32.00	
Coffee mornings (Sept, Oct & Nov 2015)	58.10	
Donation Voluntary Drivers	5.00	
Donation i/m late G. Wagstaffe	10.00	
Donation Elizabeth & John Peake	500.00	<u>605.10</u>
		<u>5069.69</u>
Expenditure		
ECG Machine & trolley		<u>2267.16</u>
Balance carried forward		<u>£2802.53</u>

Notes: The Treasurer reported that the expenditure on the new ECG machine and trolley had been less than originally anticipated. He also expressed Communicare's gratitude to Mr & Mrs Peake for their very generous donation which was given in recognition of services provided by the practice over the years prior to their recent move to Wimbledon.

The Reception Manager reported that the new ECG machine was much appreciated and was being well used by all the relevant staff.

4) TRANSPORT REPORT - No report

5) EQUIPMENT PURCHASE – No further items requested

6) BORDERLINE FORUM REPORT

A report was given by both Rev Parkes and Wendy Spencer, both of whom represent the practice on the Borderline Patient Forum, and as Chairman and Vice-Chair of that group they also attend all meetings of the joint LCGs (Peterborough and Borderline), the Patient Reference Group of the CCG, along with other ancillary project meetings. The following points were made:

- In view of the progress that has been made within the two LCGs in setting up successful working arrangements, it has been decided to 'merge' the two organisations by creating a new body with effect from next April.

- This could have an impact on the structure of patient representation on the new LCG which still has to be resolved.

- As there are at present two patient forums, Borderline and Peterborough, discussions are now in progress relating to the future format of patient involvement.
- In answer to a query from the floor, it was confirmed that the Oundle surgery is transferring to the Lakeside Consortium in Corby, but at this stage it is envisaged that they will continue to be included in working arrangements within the Peterborough area.
- It was also confirmed that all surgeries in Stamford were also transferring to Lakeside.
- In relation to the new arrangements for older people's care, there was a question from the floor regarding the proposed updates on progress of implementation of services which had been promised by Uniting Care Partnership on dates 100 and 200 days from the commencement of their contract last April. It was agreed that this would be pursued. Patients were encouraged to make any reports to UCP on the standard of care within their own experience.

NOTE: On Thursday 3rd December it was announced that UCP had terminated their contract with the CCG due to financial problems. All staff and services have been taken over directly by the CCG and patients will continue to receive care and services already in place.

7) ANY OTHER BUSINESS

- i) PM Challenge : Wendy Spencer gave an update on the progress of the new working arrangements including evening appointments at surgeries and 8-8 availability of a GP at the A&E department of Peterborough City Hospital on Saturdays and Sundays. This latter service commenced early November with better than expected results over the first couple of weekends, taking approximately one third of the footfall into A&E. All surgeries throughout the Peterborough area are now attached to one of four 'hubs' – it is expected that appointments will shortly be available on every weekday evening at one or more location within a 'hub'. Wansford currently operates a 'late-night' opening on Tuesdays.
- ii) Appointments: In answer to a question the Reception Manager confirmed that the schedule of available appointments showing online should be identical to that used by her reception staff – she will however check this point. She did confirm that appointments can only be made up to one month ahead.
- iii) Circulation of information: In order to extend Communicare's email communication with patients, the Reception Manager will contact all patients with email addresses to seek permission to add their contact details to the mailing list – this will hopefully promote additional interest in the group.
- iv) Following the meeting the Communications Officer, together with the Practice Manager and Reception Manager discussed the relocation of the Communicare noticeboard in the reception area. A proposed plan to relocate the booking-in screen to the entrance area would enable the noticeboard to move into the vacant space, thus providing a much larger board which would also be far more visible particularly to patients queuing to see reception staff.
- v) It has been confirmed that when patients ring the surgery during closed hours, the only out of hours telephone number given is '111'.
- vi) It has been confirmed that phlebotomy services are provided at the practice thus allowing patients to avoid attending the City Care Centre (however they can still do so if the practice cannot fit them in at a convenient time).

Following the meeting everyone enjoyed a demonstration of the new robotic system installed in the pharmacy – our grateful thanks to Emily, the pharmacy manager for providing an interesting and informative explanation of how new stock is dealt with, prescriptions are entered into the system and how the machine then picks and issues the items requested. If anyone would like to view a link to a pharmacy robot demonstration use: https://www.youtube.com/watch?v=95y_XvQ4iF0

DATE/TIME NEXT MEETING – Wansford Surgery – Wednesday 2nd March 2016 at 12.30pm