

At the Meeting of the Trafalgar Medical Group Practice Patient Participation Group held at Eastney Health Centre on Thursday 1 June 2017

PRESENT

David Pryke – Chairman

Mrs. Barbara White – Vice Chairman

Mrs. Sally Atkins – Surgery Manager, Eastney

Ms. Cat MacDuff – Practice Administrator Manager

Mr. David Baynes; Mrs. Jacqueline Baynes; Miss Annette Chipperfield; Miss Jade D'Arcy; Mrs. Ruth Dash; Mrs. Sharon Davison; Mrs. Susan Gaskin; Mrs. Jayne Pryke; Mrs. Pat Wainwright; Mrs. Janet Wilmot;

Apologies were received from Sister Jooles Allison; Mrs. Mary Dunning

1. WELCOME

The Chairman welcomed everyone to the meeting including Mrs. Ruth Dash from Rebound and Miss Jade D'Arcy and Mrs. Sharon Davison from Lloyds Pharmacy.

The Chairman requested that any questions or comments about the presentations or reports be kept until the speaker had finished.

2. MINUTES

The Minutes of the meeting held on 23 February 2017 were agreed as a correct record.

3. APPOINTMENT OF SECRETARY

As no Secretary was appointed at the Annual General Meeting on 22 June 2016 the Chairman asked if there was anybody willing to take on the role. No nominations were forthcoming and the Chairman agreed to continue with that role until a candidate could be found. He asked that if anybody knew someone willing to take on the role of secretary to contact Sally Atkins.

4. PHARMACY SERVICES

Jade D'Arcy and Sharon Davison from Lloyds Pharmacy gave a short talk on the services provided by pharmacies. They said that all pharmacists were trained by and registered with The General Pharmaceutical Council, as well as dispensing prescribed medication they were able to give advice about those medications, provide medication reviews, give advice on new medicines and check that the patient knew how to take them correctly, give advice on minor illnesses and check blood pressures, some pharmacists were also able to carry out diabetes checks. All advice given was confidential and could be given in a consultation room.

All pharmacy staff had basic training and could give advice on medications that were sold. Pharmacies provided delivery and click and collect services and were able to dispose of unwanted/unused medications. Some pharmacies provided a late-night service but the majority of these were now provided by supermarket pharmacies.

The Chairman thanked Jade and Sharon for their presentation.

5. REBOUND

Ruth Dash gave a short talk on Rebound on caring for those affected by drug and alcohol abuse. Ruth said that she was the widow of an alcoholic and started her talk by reading a letter to her twin brother that she had written about addiction and her journey in trying to deal with it. She said that so many people were affected by addiction, which was a hidden curse, and struggled to cope with dealing with family members who were addicts. The majority of these family members did not regard themselves as carers.

Rebound was a carers support group for those affected by drug and alcohol abuse and was founded in 2009 it is open to any member of the family who is a carer and is over 18 and meets every Tuesday evening at 7pm at The Carers' Centre, 117 Orchard Road, Southsea, it is a confidential empathetic support group offering group support and one-to-one if needed. There is also a bereavement group giving support to those who have lost a family member through addiction. The City Council had provided a small grant of £5,000 to enable some outreach work to be carried out but with various budget cuts it was unsure if this grant would continue. There is currently no group to support young carers.

There was a helpline for anyone wanting information Rebound of just to have a chat the number is 07939 580 167 the website is www.reboundgroup.org.uk and the email address is info@reboundgroup.org.uk

The Chairman thanked Ruth for her presentation

6. CHAIRMAN'S STATEMENT

The Chairman said that he had been unable to attend the Citywide PPG meeting on 3rd May as he was away on holiday, the agenda included Community Pharmacies and Multi-Speciality Providers. He had not received the minutes of that meeting so was unable to update members but would do so at the next meeting.

He said that everyone would have heard about the cyber-attack on the NHS and more recently the BA computer failure he had checked to ensure that the Practice IT system was appropriately backed up and could confirm that it was backed up by the IT provider and that the practice had followed the advice given to ensure information was safe.

7. PRACTICE UPDATE

Sally Atkins reported on:

a. Membership

There were now 132 members of the PPG, 41 of which were contacted by mail and 91 via email.

b. Investment

The Practice had invested time and funding to improve the environment with the renovation and re-equipment of new rooms at Eastney and the reception area at Osborne Road. It was hoped to be able to acquire more real estate at Eastney.

c. Telephones

A new telephone system had been installed at both surgeries, improving functionality of the phone system, the creation of a hub at Osborne Road linking the two sites. The Practice was planning to see if any further improvements could be made. A request was made to change the annoying music when being put on hold.

d. Digital Working

Digital dictation had been installed which had changed the way of work within the Practice. The secretarial team had now been successfully integrated and the Practice had already improved the e-referral pathway to above 20% and, as a result, had received congratulations from the Clinical Commissioning Group.

e. Care Quality Commission

The Practice had passed the Care Quality Inspection, unlike two neighbouring Southsea practices, despite it coming at a time of huge change. A few improvements were recommended and these had been addressed.

f. Teamwork

The staff were now working much better together and the new ways of working were developing well. This had involved trying things out and changing them to make them better which had been a strain on the staff, as a result most processes were now working better.

g. Recruitment

The Practice has lost some staff over the past year but had been able to recruit good replacements where needed. In contrast to other local practices the Practice had been able to recruit new GPs and continuing training the next generation.

h. Nursing Team

The nursing team had been under particular pressure due to staffing moving on but due to the merger had been able to retain the outreach nurse and recruit new nurses. Two new practice nurses would soon be arriving.

i. Patients

Since the merger outcomes for patients had improved and so had the quality of medicine practices. Patient numbers had increased, with few complaints about the merger, and patients were seeing the benefits of the merger.

j. Dr. Macanovic

Dr. Macanovic was leaving on 2nd June to work in Australia for a year.

k. Website

The new website was really helping the workload of the Practice resulting in the saving of 1351 telephone calls, 801 face to face visits and 323 GP appointments. The website had been used about 9,000 times and there had been 2,764 requests for such items such as repeat prescriptions, making and cancelling appointments, sick notes and registration or setting up for online services. Everyone was requested to use the online services where possible.

l. Merger

After a year of discussions between partners the practice managers of Eastney Practice and this practice had agreed the merger of the two practices with effect from 1 April 2018. Consultations were to take place with stakeholders, most importantly staff and patients to enable everyone to understand the reasons for the merger. The combined practice would take the name Trafalgar Group Medical Practice and staff would be employed under the same or improved terms of their current contracts. New ways of working would be developed to optimise accessibility for patients and make best use of staff. Once merged there would be a patient list of about 23,000, 60 staff, including 20 GPs/nurses. The two buildings would have a unified Management, IT and telephone system.

An updated report would be presented to the next meeting.

8. FUTURE MEETINGS

Future meetings of the PPG had been arranged for 19 October 2017 and 8 February 2018, the Chairman was in the process of arranging speakers for these meetings. Both meetings will commence at 5pm and be held at Eastney Health Centre.