

At the Meeting of the Trafalgar Medical Group Practice Patient Participation Group held at Eastney Health Centre on Thursday 18 October 2018

PRESENT

David Pryke – Chairman

Mrs. Barbara White – Vice Chairman

Mrs. Sally Atkins – Nurse Administration Manager

Miss Elisavent Andrikopoulou; Mr. John Attrill; Mr. David Baynes; Mrs. Margaret Bell; Miss Annette Chipperfield; Mr. John Doughty; Mrs. Claire Farr; Mrs. June Glass; Mrs. Joan Kooner; Mrs. Jackie Osborne; Mr. Magan Patel; Mrs. Jayne Pryke; Mrs. Alexandra Sard; Mrs. Anne Steel; Mr. David Steel; Mr. Allan Sturmey; Mrs. Lynne Whicker; Dr. Godfrey White; Mrs. Janet Wilmot.

Apologies from: Mrs. Astrid Brown; Mrs. Kim Farmer; Mrs. Joy Haynes; Mrs. Joan Mason; Mrs. Pat Wainwright.

1. WELCOME

The Chairman welcomed everyone to the meeting especially Jackie Osborne who will be giving short talk on Dental Health and also to John Attrill, learning Disability Champion who would be coming to give a talk at a future meeting.

The Chairman said that this meeting was not a format to discuss individual complaints or complaints about the practice, he 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 6 June 2018 were agreed as a correct record.

3. DENTAL HEALTH

Jackie Osborne, Lead Dental Nurse in Oral Health gave details of the Solent NHS Trust Special Care Dental Service and the referral criteria for the service, the aim was to provide and improve oral healthcare of the individuals that fit the criteria, understanding each individual's needs and ability and offer acclimatisation/familiarisation appointments to build coping skills for patients.

They also provided sedation and general anaesthetic services and domiciliary visits.

She said that good oral care was important for overall health, prevention of pain and suffering, adequate nutrition and hydration, quality of life and comfort and communication, socialisation and appearance. There were two types of gum disease;

Gingivitis which was when the gums around the teeth become red and swollen and bleed when brushed, this was often accompanied by bad breath but was reversible.

Periodontitis which was an advanced stage of gum disease that affects the supporting structures of the teeth, making them loose. This stage was irreversible but could be maintained with effective oral hygiene.

She said that tooth decay was caused by frequent intake of sugary drinks, sugars from foods and drinks were mixed with plaque bacteria and acid was formed, the acid was neutralised by saliva, but this could take between 30 minutes and 2 hours. She explained the most effective way to clean teeth and said that toothpaste should contain a minimum of 1450ppm fluoride. She gave details of the current costs for dental treatment and those who were exempt from dental charges.

The Chairman thanked Jackie for her presentation.

4. RESEARCH STUDY – LONG TERM CONDITIONS AND TECHNOLOGY TO HELP MANAGE IT

Miss Elisavent Andrikopoulou, a researcher/PhD Candidate at The University of Portsmouth, said that she was doing a research study on how using technology could help manage long term conditions. The study aimed to learn from views and experiences of using personal health records to manage long term conditions. Anybody interested in taking part in the research would be able to find out information by visiting the web site <http://www.prayance.co.uk/emphrma/>

5. CHAIRMAN'S STATEMENT

The Chairman reported that there had been no City-wide PPG Meetings since our last meeting so there was nothing to update members at present, however He had heard earlier today that the next Citywide PPG meeting was to be held on 21st November at Portsmouth Training Academy which would be looking at Self-referrals, Wellbeing and Social Prescribing. He would update members at the next meeting

6 PRACTICE UPDATE

a. Telephone System

Sally Atkins reported that there had been a problem with the computers at Eastney yesterday due to a line issue with BT and apologies to any patient that had been affected, the system at Osborne Road did continue to work.

The Practice was aware that there had been issues with phones cutting patients off, this had been reported to the phone provider and it was being investigated. Members expressed concerns about the telephone system as a whole. They were aware that there had recently been some problems but took the view that the system was not working efficiently and needed updating. It was thought that the phone service if, when connected, callers could be given options i.e. press 1 for appointments, press 2 for cancellations etc. This could possibly delay waiting and help deal with calls more efficiently. It was agreed that the Chairman should write to The Practice expressing the concerns.

b. Self-Care Week

Sally Atkins said that a Self-Care week was happening in November and asked if any members would be willing to take part in handing out leaflets, talking to patients about self-care week and measuring if there is any uptake with self-care, A number of members indicated their willingness to help.

c. GPs/Staff

Sally Atkins reported that:

Three new GPs had recently started work for the practice, Drs. Jack Collins, Selena Tandem and Sophie Ballard-Whyte and that there were three GP registrars training at the practice.

Dr. Eggins would be leaving the practice later this month as she was moving away.

Two new healthcare assistants had also been appointed.

A member asked what each GP specialised in – a list of information about each GP is attached.

d. Flu Immunisations

Sally Atkins reported that flu immunisation season had started and over 2000 immunisations had already been given.

e. Minor Operations

Sally Atkins reported that a record number of minor operations were being carried out at the practice, including contraceptive coil fittings for women.

f. Work with other Practices

Sally Atkins reported that the GPs were working with other practices across Portsmouth to improve Out of Hours Services, Chronic Pain Service and Perinatal Mental Health

g. Care Quality Commission

Sally Atkins Reported that the practice had recently refreshed the safeguarding practices as part of the integration of the merged practices and that the Care Quality Commission would be carrying out another inspection in the next six to twelve months.

h. Physiotherapy

Sally Atkins reported that if a patient calls with a problem that fits the criteria they would be referred to a physio who would then call them back.

i. Patient Alerting System

Sally Atkins reported that a new patient alert system was to be installed similar to that in operation at Osborne Road.

Members expressed concern that the system alerting patients to see a GP or nurse could be embarrassing for some patients, having their name put up on a screen could possibly breach data protection rules. The system currently used at Eastney gave patients a number and suggested that, in future, patients could be given a number on arrival and that number be put up on the screen when patients are due to see the GP or nurse. It was agreed that a letter be sent to the Practice about the concerns.

7. HAMPSHIRE FIRE AND RESCUE FITNESS COURSE

The Chairman reported that Hampshire Fire and Rescue were running free over 65's 12-week fitness courses.

The STEER course had been specifically designed as an innovative approach enabling older people to be happy, healthy and remain in the home safely.

STEER consisted of 12, two-hour sessions which target the 12 elements of frailty as frailty identified in the British Geriatric Society – 'Fit for Frailty' document. It had also been designed with the NICE falls pathway and QS86 in mind and incorporates a structured progressive exercise program for +65s.

Education elements included:

'Fall proofing' your home, Cognitive impairment. Mobility issues, Obesity, Nutrition, Hydration, Smoking, Alcohol, Polypharmacy, Continence, Physically inactivity, Osteoporosis, Low mood, Vision impairment, Loneliness.

Further information could be obtained from:

Andy Piper
Crew Manager
Fire As A Health Asset

Tel: 07985522433
andy.piper@hantsfire.gov.uk

8. FUTURE MEETINGS

The next of the PPG had been arranged for 21st February 2019 which would include presentations on Osteoporosis and Hampshire Fire and Rescue STEER courses for the over 65s

A further meeting has been arranged for 27 June 2019 when it was hoped to have a presentation from Solent Mind

Both meetings will commence at 5pm and be held at Eastney Health Centre.

Dr Jon Price Male – Partner

BMed Sci, BM, BS, DRCOG, DCH, Dip Occ Med, MRCGP (Nottingham 1985).

Dr Price was educated in London and Nottingham and trained as a GP in Portsmouth in the 1980s. He joined the Practice in 1991 and has been a fulltime partner since. He enjoys all aspects of family medicine including child health, minor surgery and end of life care. He has also contributed to the work of Portsmouth CCG over the last few years. He is committed to helping Trafalgar Medical Group Practice become a successful sustainable healthcare provider for the local population. He and his family live in Southsea.

Dr Shruti Singh Female – Partner

MBBS, DRCOG, MRCGP (London)

Dr Singh completed medical degree at King's College, London where she worked as a junior doctor before moving to Portsmouth to complete her General Practice training. She worked at number of GP practices locally and joined the Osborne Practice in 2007.

She is interested in medical education and is a GP trainer at the practice. In her free time, she enjoys travel and spending time with her family

Dr Howard Smith Male – Partner

BM, MRCP, MRCGP, DRCOG (Southampton 2001)

Howard Smith qualified from Southampton University in 2001. He completed his hospital and GP training in Portsmouth. He is particularly interested in the care of elderly patients.

Dr Vivienne Randall Female – Partner

MB,ChB, B Med Sci, FRCGP

First registered in 1983. Enjoys all aspects of general practice. Special areas of interest are chronic disease management; in particular diabetes and holistic care. Dr Randall is a General Practice trainer who specializes in training doctors who are returning to General Practice, and Portsmouth GP Appraiser. She also manages patients on shared care for substance misuse.

DR Penelope Wilson Female- Partner

BMed Sci, BMBS, DRCOG, DCH, DFFP, MRCGP, MRCP, PGCertMedEdu

Dr Wilson Qualified from Nottingham in 2001. She has lived and worked in Portsmouth since 2003. She worked as a local GP Partner for 10 years and joined TMGP in 2017. Her specialist areas include Diabetes, cardiovascular disease and perinatal mental health. She is a

GP Trainer and has an interest in Primary Care research. She lives locally with her husband and 2 daughters. She enjoys reading, pilates and road biking when time allows.

Dr Rebecca Lake Female - Partner

No Info as yet

Dr Kerry Smith Female-Salaried GP

MBBS, BSC Hons, DRCOG, MRCGP

Dr KS qualified from the Royal Free Hospital School of Medicine in 1996. She qualified as a general practitioner in 2007 having worked many years as a Paediatric Registrar.

She has special interest in women's health and paediatrics Kerry has recently returned to GP after a career break to bring up her young family. She keeps dogs and chickens and works as a wedding florist at the weekends.

Dr Selina Tandon Female -Salaried GP

Dr Selina Tandon qualified in 2009 from Barts and the London Medical School and then decided to move down the South Coast for the sea and countryside. She initially worked in Poole for 2 years before settling in Portsmouth. She has worked in several local surgeries before coming to TMGP. She feels privileged to work as GP and has a particular interest in women's health. She also has a wealth of interests outside work, including visiting historic houses and anything food related.

Dr Jack Collins Male-Salaried GP

Dr Collins qualified from Leicester in 2012 and completed his training in General Practice in Gloucestershire in 2018. His particular interests are sports and exercise medicine and mental health.

He enjoys triathlons and writing in his spare time

Dr Beatrice Lyons Female -Salaried GP

Dr Beatrice Lyons qualified from Birmingham University in 2009 and subsequently moved to London to complete her training in General Practice.

She has recently relocated to the south coast and joined the practice in 2016. Her medical interests include women's health and family planning.

Dr Emily Spencer Female-Salaried GP

No Information

Dr Sophie Ballard-Whyte Female - Salaried GP

No information

Locum Doctors

Occasionally we employ locum doctors to cover sessions for us. These are always fully qualified GPs who are vetted carefully by the practice. We are an accredited GP training practice, which means that we sometimes have GP registrars working with us. Registrars are fully qualified doctors who are training to become GPs. They are carefully supervised by the other doctors at the practice and the local GP education team.