

St Wulfstan Surgery

MINUTES OF PPG MEETING 26th NOVEMBER 2019

Present: Alan Boyland (Chair), Nigel Rock (Vice-Chair), Brian Cobb, Sandra Rice, Graham Rice, Charles Henshaw, Averil Kennedy, Mark Hancock, Jean Blake, Grania O'Mahony (GP), Tim Coker (GP), Jane Wolstenholme (Receptionist), Faris Al-Ramadani (GP), Lindsay Ward (Practice Manager and Secretary) Jane Tuck (Galanos House), Jenny Lee and Kate Richmond (Care Companions).

Apologies: Anna Walford, David Powell-Tuck, Kirti Viswanathan (GP).

	DISCUSSION	ACTION
Matters arising from previous meeting	<p>Following our annual telephone review, Lindsay sent a copy of the document submitted to the Care Quality Commission (CQC) to all PPG members. No comments were received ahead of the meeting. The document gives a clear indication of all the new things the practice have been doing. The phone call lasted more than 2 hours and resulted in confirmation of our CQC rating of 'Outstanding'.</p> <p>Two new salaried doctors have been appointed, Dr Deena Mistry and Dr Hannah Bakewell.</p>	
Care Companion:	<p>Jenny and Kate from the Care Companion service at Warwick University attended the meeting to outline the scheme and how it could benefit our patients. It is a counselling service and online resource, which was set up to meet the needs of carers and is free to use by carers and those they care for. The service is led by a working party of carers, who assess what information should be added to the website. This information is validated by medical staff at Warwick University.</p> <p>There has been some concern about "older" carers not having access to technology, but many now have mobiles, laptops or relatives to help access the system. Jenny supplied leaflets detailing the resource and contacts. These can be handed out in the Surgery.</p> <p>Website information is personalised, according to diagnosis, for each user and is updated regularly. Topics include Diary; Resources; Mood Monitor; Contacts and Journal. Over 100 carers are currently registered and funding has been secured to target an additional 800 carers.</p> <p>The practice will help to promote the service, on our website, in the waiting area and leaflets. The Practice have a designated carers' lead, Sharon, who can help to promote the service.</p>	LW

	<p>Jane outlined the role of the Dementia Café held at Galanos House.</p> <p>Nigel suggested a pack of the leaflets should go to each Stratford District Councillor, which he can distribute</p> <p>Lindsay asked for the information to be sent to her electronically, which Jenny will arrange.</p>	NR
Medication	<p>Nigel asked if there was any feedback mechanism between local pharmacies and the Surgery for repeat medicines that are ordered but not collected from the Pharmacy. Grania advised that, if the doctors spot over or under ordering, then it will be addressed with the patient. Tim said that, if the Pharmacy has concerns about a particular patient, they will alert the Surgery informally. Jane mentioned that many patients ask for all their repeat medications but, on questioning, there were some that they really didn't want or need.</p> <p>Nigel was concerned that some patients may be confused by medications which look very similar to others. Faris pointed out that the Pharmaceutical Services Negotiating Committee are set up to give advice about such matters. Nigel will write to them</p>	NR
PPPG	<p>Results from survey should have been published but no-one has seen them. Nigel said it was not mentioned at the meeting. Lindsay will chase</p>	LW
SWPPPG	<p>Alan explained the concerns he raised at the meeting with South Works GP Federation (who run GP+ Hubs) about the Extended Access service, including availability of appointments, provision for patients with complex medical conditions and daily notifications.</p> <p>GP+ denied that some hub surgeries are using the system to improve availability for their own patients. GP+ have now clarified that patients with an underlying complex medical problem will be able to use the service if their problem is unrelated to that medical condition.</p> <p>Daily notifications have been sporadic and are often not accurate. Faris will follow this up with the CCG.</p>	FAR
Voluntary Drivers Group	<p>Mark has retired from driving but is willing to organise the group rota for the 8 remaining drivers. None of the other drivers wanted to take over this role, so Mark will continue. It is now much more flexible with a "bigger window" and drivers being available for ad-hoc pick-ups.</p>	
Feedback	<p>Alan received one "complaint" that GPs would not do a home visit. The discussion covered appropriate reasons for home visits. Tim explained that inability to arrange transport was not a good reason for a home visit, as it impacted on the efficiency of the service. Better care can be provided if the patient comes into the Surgery. Three home visits had been requested</p>	

	today for bed-bound patients.	
Any other business	<p>Alan explained the results of a recent audit of digital services in South Warwickshire. St Wulfstan were second in the area for patient uptake of online services. Tim will get together figures for percentage of appointments booked online.</p> <p>Lindsay explained that there is a guide on the website for patients having problems logging onto online services. From 5th December, patients will also be able to get help over the phone from St Wulfstan staff by choosing option 4 on the practice phone line.</p> <p>The new phone system is very adaptable and feedback from the group will be welcomed at the next meeting.</p>	TC
Time & Date of next meeting	Tuesday 25th February 2020.	