

Swanage Medical Practice Patient Participation Group

Minutes of Meeting held on 9 January 2018

Present

Cherry Bartlett, Chair (CB)
 Margaret Broadhurst, Secretary (MB)
 Karen Wright, Treasurer (KW)
 Sally Fazekas (SF)
 Fiona Hunt (FH)
 Dave Morton (DM)
 Sandra Rhead (SR)
 Natasha Ritchie, Practice Manager (NR)

		Action
1.	<p>Welcome and apologies</p> <p>CB welcomed FH to her first meeting of the Group. FH works at Livability Holton Lee and she agreed to provide an update on Holton Lee at the next meeting.</p> <p>Apologies were received from: Ann Warren, John Warren and Dr Ciara Murphy.</p>	FH
2.	<p>Minutes of meeting held on 14 November 2017</p> <p>The Minutes of the previous meeting were agreed - apart from MB's name which needed to be amended.</p> <p>There were no matters arising from the Minutes.</p>	CB
3.	<p>Treasurer's Report</p> <p>KW reported that there had been no transactions on the Bank Account since the previous meeting.</p> <p>It was noted that the Bank needs to be informed that KW has replaced Mo Andrews (MA) as Treasurer and that MA would no longer be an authorised signatory to the Bank Account. KW and DM are already authorised signatories and CB agreed to act as the third signatory.</p> <p>KW also agreed to request that Bank Statements should in future be sent to her.</p>	MA KW CB KW
4.	<p>Surgery Report</p> <p>NR gave the Surgery Report:</p> <ul style="list-style-type: none"> • Flu was currently high on the Practice's agenda - Sit and Wait clinics were very busy and there were high levels of staff sickness. 3693 patients had been vaccinated by the Practice this year, which was more than last year. • Ali and Jane were both now seeing patients in the Sit and Wait clinics. Feedback had generally been positive - although some patients had expressed surprise when they had been called in to see a nurse rather than a doctor, indicating the need for more publicity about the role Ali and Jane are now playing in these clinics. Ali had recently started the Advanced History Taking 	

	<p>Course (she will finish the course in March) and Jane would be starting the course in April. They will then both undertake the Prescribing Course. Both also undertake Diabetic Clinics and are finding that they are now increasingly able to help patients they see in these clinics who present with other problems, thereby reducing the demand for Sit and Wait appointment slots.</p> <ul style="list-style-type: none"> • The annual audit of complaints had just been completed, covering the period Jan-Dec 2017. There had been 8 complaints, the lowest number since the Practice had started monitoring complaints. Most related to communication issues; one involved a problem getting a prescription and one person had complained about developing a bruise after a blood test. • Action was being taken by the Practice to increase the uptake of cervical screening (uptake rates had fallen nationally, as well as within the Practice). Invitations are issued by NHS England from a national hub and the practice is now also sending out reminders, including by text to younger women. An article had been published in the Purbeck Gazette, which aimed to dispel common myths about cervical screening. Following a discussion about other ways to promote uptake locally, it was proposed that consideration be given to preparing a leaflet aimed at young mums for distribution through school bags. NR agreed to prepare a leaflet, which could also be distributed to other relevant groups. DM said he would be happy to also add something on Facebook and NR agreed to send him an appropriate contribution. • The music playing in the waiting room is to be changed, as mixed comments about the current choice of music had been received. It was noted that some form of music is required to preserve confidentiality. • Dr Law was currently on paternity leave for one month - locum cover had been organised. <p>MB asked about the recording on the Practice's IT system of the results of NHS Health Checks undertaken by Boots, as the HDL and cholesterol results recorded for her husband on the system had been rounded up/down resulting in the calculation of an erroneously low risk score - and the required follow-up then not being taken. MB was concerned this might also be happening for other patients having Health Checks at Boots. NR agreed to look into this and to then get back to her. A discussion about the awarding of this contract to Boots then ensued - previously the practice had been funded to undertake NHS health checks.</p>	<p>NR DM NR</p> <p>NR</p>
<p>5. Reports from other relevant meetings</p>	<p>MB provided feedback from the meeting of the Purbeck Health and Wellbeing Locality Group held on 13 December 2017. At this meeting, there had been further discussion about the future location of the Wareham Hub.</p> <p>KW provided feedback from a meeting held in Purbeck for parish councils, the aim of which had been to explain in more detail the Clinical Services Review. Much anxiety was expressed during the meeting about ambulance response times and the impact on these of the proposed changes.</p>	

