

TADLEY PATIENT PARTICIPATION GROUP

Minutes of a meeting held on Wednesday 3rd June in the Conference room at Holmwood Surgery at 6:30 p.m.

Attended by: Paul Woodgate (Chair), Val Turnbull, Gill Tomlins, Kate Wright, Graham Wright, Lorraine Burden, Matt Burden, Claire Chambers, Derek Heath, Dr Annie Hogan, Dr C Caren, Alison Jenner, Heidi Williams and Hazel Metcalfe.

1. Apologies were received from Alan Chambers, Peter Parsons and John Davies.

2. Minutes of the meeting held on Wednesday 1st April 2015

These were accepted as a true record.

3. Matters arising

PW has the PPG newsletter underway and will distribute a meeting date to the sub-committee shortly.

4. Chairman's report

PW continues to work with the Wessex Academic Health Science Network and is also now the Vice-Chair of the PPG Contact Meeting Group. The WAHSN is looking at the way people take drugs and the possibility of self-administration of insulin in hospitals. Diabetic patients report difficulties as insulin is not always given at the correct time.

5. Appointment of officers

The Chairman and secretary were re-elected and, in the absence from the meeting of the Vice-Chair, it was decided that PW would contact HB and establish whether she wished to continue in the post. CC also offered to stand. PW will organise e-mail voting with votes being sent to HW for counting.

6. Progress reports

Marketing

The sub-committee had met and JD had produced notes for discussion at a meeting to be held with the Partners on 2nd July at 1:00 p.m. PW expressed disappointment at the response from the committee to the first public outing (to the Silchester Fun Run) which had to be cancelled through lack of support.

With the Practice a year of health-related campaigns will be set out with PW obtaining resources through the CCG.

KW offered an invitation to the PPG for a place at the Tadley Community Lunch to be held on 21st October where a three minute presentation could be delivered to other community group representatives.

Communication

This sub-committee has not met recently but the lunch time meeting with Practice managers was felt to be useful.

7. Information from the Practice

The committee welcomed Dr Caren to the meeting. Points she introduced included:

- Staffing has been difficult recently, particularly at Morland Surgery. Three adverts for doctors, totalling £6000 yielded no suitable candidates. Patients have found the changes difficult and, despite the appointments described, the Practice will still have one full-time post unfilled.
- The appointment, from 29 June of Dr Katherine Moir as a salaried 0.8 doctor and from 24 August of Dr Helen Prince on a 0.4 contract.
- Locums are difficult to find and agencies charge high rates (as in the national press this week).
- The question of how best to inform patients of the resignation of Dr Ridsdale who is increasing the time she spends on other work commitments. Letters posted out cost £1:20 each which the committee felt to be a large amount in the current financial situation. Flyers, e-mails, messages on the website and posters around the community were all considered acceptable with texts only appropriate to alert patients to these other methods in view of the amount of information needed to be included.
- The Practice is keen for doctors to retain personal patient lists. The national average for the doctor to patient ratio is 1 full time doctor : 1,800 patients while here it is 2,400. KW's suggestion that patients should be made aware of the constraints on the Practice was endorsed by the committee. A sentence explaining the high cost of letters and stating in a caring way how hard the Practice is trying to meet patient needs and expectations was offered by DH and CC. This information could be sent to the Tadley Town Council newsletter and all local parish magazines. Investment will be made to record all calls which is useful for safety and training purposes. On-going changes towards a slick and efficient service for those in need without having to process unnecessary calls is the aim.

Q and A

1. Non-clinical staff do not make medical decisions.
2. Nurse Practitioners were suggested again but there are none available in the area. Patients experience confusion between these and Practice Nurses (who already do an excellent job in the Practice and have specialisms). CC has experience in this field and described the range of qualifications towards NP and asked whether this would help as prescribing is a time-consuming task for doctors.

8. CCG matters

See references above

9. A.O.B

Dr H asked whether the committee should seek new members. HW felt the newsletter might bring some. It was agreed by all that people from unrepresented groups would be particularly welcome.

DH asked about the time spent by doctors signing repeat prescriptions and the advantages of repeat dispensing were considered again. PW said that this is now possible for anyone stable on the same drugs long-term. Dr H suggested a leaflet to prompt patients to enquire about this at the pharmacy and with their GP.

CC asked whether results could be given out by receptionists (see 7 above) but the staff felt this was difficult as there are so many points to interpret and misunderstandings might occur. Dr H said this was not an onerous task for doctors, particularly when seeing their own patients.

HW explained that PP's hard work and persistence has been rewarded as the Steady and Strong courses (open to all with balance difficulties) will shortly commence at The Salvation Army Hall in Tadley.

HM requested the phone numbers of committee members to facilitate communication e.g. over arranging a meeting date or the rota for an event. These were supplied by all present.

10. Date of the next meeting Wednesday 16th September at 6:30 p.m.

The meeting closed at 08:02 p.m.

HEM

7/06/2015