

Milton Surgery Patient Participation Group

Date: 15 March 2016

Time: 7 pm

Venue: Milton Surgery

Minutes:

a. Present:

Pam Vincett (PV) practice manager

Eileen Henderson (EH) committee member

Sue Nunn (SN) committee member

Barry Line (BL) committee member

Norma Kay (NK) committee member

Sally Bradley (SB) committee member

Angie Carpenter (AC) secretary

Bryan Betson (BB) chairperson

Apologies:

Bob Payne committee member

John Uttin committee member

Chris Thomas (CT) committee member

b. Acceptance of last minutes

c. New committee member:

The group welcomed Eileen Henderson.

d. Walking Group:

Meeting at Milton Country Park main entrance, every Tuesday at 2pm at the café. Normally between 10 to 12 walkers, offering lovely walks around the country park, this group is free to join. Parking charges apply if parking in the main car park. People are reminded that they could park in the community centre car park free of charge and walk around to the café. All walk leaders are accredited. The walk is generally about 25 minutes long with an extra 10 – 15 minutes on offer to those who like to walk further.

e. Buddy System update:

No further progress at the surgery and no volunteers recruited as yet. PV advised us that diabetic patient support was discussed at the last Camhealth meeting and they were informed that a similar approach has been tried out in the past without success. The possibility of discussing a buddy system or similar was considered as a Camhealth initiative.

Diabetes care in general was discussed, in particular their support from health care professionals. From a very well organized induction programme for all newly diagnosed diabetic patients, to the in-house support as an on-going process at the surgery.

NB. PV advised the group that due to Pat's departure this month her role as diabetic nurse (DN) will be covered in the interim by a locum nurse. The new DN will be trained and in post as soon as possible.

f. The Way Forward:

Community Navigator:

SN will be inviting Tracey to the next Community Café for her to meet the members and introduce her role to them. As a reminder, the Community Café is held on the 4th Tuesday of the month at the Community Centre, Milton, between 2.30 and 4.30 and everyone is welcome. **If you are able to help with transport please contact Sue Nunn on 10223 861747.** Tracey will also be invited to a PPG meeting, although it was felt that her time would be best spent at this time meeting her prospective 'clients'.

Health and Well-being Fair:

SN advised us that she had spoken to JU and that a room at the community centre has been booked for this event. AC advised the group that she had informed CT of all interested parties and of the suggestions for the fair that were made at the last meeting. It was felt that maybe there was insufficient time now to arrange this for 18 June, and that perhaps a September date would be more suitable, giving time to assemble a sub-committee to contact potential participants.

EH asked the group how we obtained patient feedback regarding the service offered by the surgery. PV informed her of the suggestion box in the surgery that was there for patients to offer suggestions. Also of the surveys that have been undertaken to advise patients of change, and measure that change. EH informed us of the Focus Groups that she has been involved in and whether something along these lines would be suitably applied to the surgery. It was suggested that initially a further in-house questionnaire would be given to patients, on a one-to-one basis, with PPG members undertaking this task. SB and AC were happy to do this again, and will liaise with PV regarding significant questions to ask. PV will liaise with other surgeries and assess what questionnaires they have undertaken and the questions they have asked.

BB suggested placing the PPG minutes in a place easily accessible to patients of the practice, maybe outside the surgery? PV advised that it may be difficult as people are discouraged from approaching the surgery too closely by planting 'prickly' plants in places that may be the most suitable for placing the minutes.

Flu vaccines:

No further flu vaccines available at the surgery, please see local pharmacies for remaining supply.

Waiting Times:

NK advised the group that she has overheard patients complaining about having to wait for appointments. Once again PV pointed out that generally there was good reason for these delays, and that the staff do their best to prevent delays from occurring. Doctors' being called out, patients presenting with acute emergencies and extras all can add delays occurring. Difficult to plan for these in a busy clinic.

PV advised the group that one of the new reception/admin staff has left, the job not suiting her, but that another post is being advertised. The 3 remaining 'new' staff are working extremely well. A new nurse, Sarah-Jane has joined the practice. Although not a practice nurse by previous experience, she has a solid background in nursing and respiratory disease, and will be training up in all the other aspects of practice nursing whilst in post. As and when she is able she will take over these duties, but until then locum nurses will be covering these clinics.

Notice Boards:

All commended Chloe on how clear and informative the boards are. This month is focusing on bladder cancer, and next month possibly breast cancer, and the plan to focus on male cancers in the near future.

PV advised us that overall breast screening numbers have declined, but it was pointed out that the mobile breast unit is currently in place at Tesco, Milton car park.

Junior doctors' strike:

Is it affecting general practice? PV advised probably predominantly in relation to those patients who are on operating lists.

g. AOB:

PV advised the group that it has become a legal requirement for practices to publish their annual earnings. The group viewed a copy of this document but interested parties are advised to go on-line to check this out.

h. Next Meeting: *Tuesday May 17th 2016 7pm at Milton Surgery.*

i. Close of meeting.