

Milton Surgery Patient Participation Group

Date: 17 November 2015

Time: 7pm

Venue: Milton Surgery

Minutes:

A. Present:

Bryan Betson (BB)(chairperson))

Sue Nunn (SN)(committee member)

PamVincett (PV)(practice Manager)

Hazel Smith (HS) (committee member)

Angie Carpenter (AC)(secretary)

John Uttin (JU) (committee member)

Chris Thomas (CT)(committee member)

Norma Kay (NK)(committee member)

Barrie Line (BL)(committee member)

B. Apologies:

Sally Bradley (committee member)

Bob Payne (committee member)

Item:

C. Acceptance of last minutes

D. Progress of Buddy System

The Buddy System involves diabetic patients being willing to share their experiences of diabetes, anonymously, with other diabetic patients within the practice. It is planned that those patients will meet with a member of the PPG who will record any useful advice and information about how he or she has been able to deal with his diabetes and that they are willing to share. The information received will be put into booklet form, anonymously, and given to all newly diagnosed diabetic patients within the practice. It is hoped that it will offer an important personal perspective of diabetes to the newly diagnosed person. This PPG initiative was discussed at the last Clinical Meeting and it was agreed that members of staff would hand out leaflets to appropriate patients.

E. The NAPP (National Association for Patient Participation) questionnaire was discussed. Members of the PPG have already completed and sent off this document. It is hoped that when collated, ideas proposed by those who do participate will be useful in the planning of future health services. The questions covered a wide variety of health care needs.

It was felt that although there was good intention, it would be very difficult to apply the results to all of the population all of the time. Individuals are all so different, with widely differing needs, some people living in dire circumstances, and not one 'prescription' would fit all.

The questions around drinking were discussed with the widespread feeling that many people are not sure about whether their intake is classified as over the recommended limit. Many can be happy that they are drinking safely, but actually be putting their health at risk.

The group also felt that the NICE (National Institute for clinical Excellence) guidelines could also lead to confusion.

PV advised the group that the surgery would be undertaking a wise drinking campaign with a practical application at the surgery that would be both fun and informative.

The group also discussed the importance of good community care for the elderly and incapacitated and the importance of an emphasis in this area.

One area was of significant concern to the group, and this was people living in isolation, who maybe never learn about what is available in their own community and the need to address this in order to communicate with the whole community.

G. Any Other Business

A Community Navigator – has now been appointed. Tracy, the current Community Care warden in Milton, has kindly agreed to undertake this role. She will continue her current role, but as Community Navigator, will do her best to link people to voluntary and statutory groups who may well benefit them. She has a wide knowledge of the social and voluntary groups in the area, of what they offer and to whom they will be appropriately referred. If you know of someone who needs her assistance, you may contact the community Navigator directly.

Community Café – continues to do well, young and older persons attending, many on a regular basis. On the 4th Tuesday of the month 2.30 to 4.30 at the Community Centre. **NB. There is a need for people to pick up and drop off those attending the café. Please contact Sue Nunn on 01223 861747 if you are able to offer your car and time.**

Vanguards –. This is a health ‘think tank’ and your ideas as patients are important. They are inviting you to join their meetings and share your ideas. It is part of the 5 year NHS plan. Applications were due in by 18th November (little notice given to practices), but if you are interested in having your say, please contact the surgery for further details. They may be happy to receive late applications. Further information available if you Google ‘vanguard NHS’.

Appointments system – the group discussed the current appointments system, and PV fed back to us on its’ progress. BL advised the group that he has heard that some patients are able to make appointments with the doctor when they should be more appropriately seeing the nurse. PV advised the group that most are managed appropriately with patients seeing the correct member of staff.

Occasionally one slips through, but this is mainly due to the need to maintain patient confidentiality, when patients are not asked about their complaint by reception staff. All pre-booked appointments and reviews are made with the correct health care professional.

PV asked us to be aware that there is no Nurse Practitioner in the practice and therefore all medication reviews have to be done by a GP. She also advised that currently many more patients than appointments are seen on a daily basis, the surgery doing their utmost to fit in all patients with significant needs.

FLU JABS – the practice managed the vaccination schedule well, and have managed to administer vaccines to a large majority of patients. If you are not in an ‘at risk’ group you may pay to have the vaccine at various pharmacies. Contact the surgery if you have been offered, but not taken, your flu jab!

You may have noticed that a new Health Care Assistant (HCA) has started at the surgery. She is undergoing training ‘on the job’ and also attends a training course. A member of the PPG will be assisting her in sorting out the notice boards over the next few weeks, to ensure information is readily available and readable to all patients.

Pam advised us that Pat, Practice Nurse, will be leaving the surgery next year sadly. They are currently looking for replacements for her role, and hope to have this person in place before she leaves in order to ensure a safe handover of duties.

Finally, PV advised the PPG that she will be losing 3 reception staff shortly. However, they have a planned programme in place for the training of new reception staff, which includes the close supervision of these staff at all times during their training period and until they are deemed competent. They will be clearly identifiable as ‘trainee’.

PV apologises in advance for any inconvenience that patients may experience, and asks you to please contact her if you experience any problems with the service. It can only assist her in ensuring, that with your comments, the training programme will progress safely and efficiently.

The surgery will be closed on the afternoon of November 26th. The staff will be participating in a meeting with other Cambridge practices to discuss the way ahead in General Practice in relation to a new initiative known as ‘Federating’. A Federation is a group of practices and primary care teams working together sharing responsibility for developing and delivering high quality, patient focused services for their local community.

H. Next meeting: 19 January 2016, 7pm at Milton Surgery

I. Close of meeting.

