

Second Annual General Meeting of the
Stokenchurch Medical Centre
Patient Participation Group
Held on the 19th November 2013

Present; John Betts
 Pensa Birch
 Jenny Davis
 Martin Elliott Practice Manager
 Sheila Hemsworth
 Paul Henry CCG Representative
 Mike Jones
 Stan Ramsey

Plus 3 visitors

1. Apologies: Richard Rivett, Ian Brown(new PPG member)
2. Welcome Stan Ramsey welcomed Martin Elliott, the new Practice Manager and Paul Henry the CCG Representative.
3. 2012 AGM Minutes The minutes were read and accepted as a true record.
4. Election of Officers
Jenny Davis Proposed Stan Ramsey as Chairman, Seconded by Sheila Hemsworth.
After a show of hands Stan was elected Chairman.

Jenny Davis proposed Sheila Hemsworth as Secretary, Seconded by Joan Errington.
After a show of hands Sheila was elected Secretary.

All present members of the Committee are willing to stand next year:

Camilla Baker	John Betts
Pensa Birch	Jenny Davis
Martin Elliott	Mike Jones
Richard Rivett	

5. Chairman's Report
As chairman Stan thanked Nigel for his help and support given to him personally over the past year and wish him a happy, healthy and active retirement.

He welcomed Martin Elliott (the new Practice Manager) and thanked him for the support already shown to us and wish him every success in his new appointment.

He welcomed Paul Henry from the CCG.

During the past year the elected Committee have held meetings with the Practice Manager in February, May, August and November to discuss matters of interest or concern to the patient population and to agree actions to be taken. During that time, by agreement with the elected Committee, John Betts joined as a new member and former member Penny Birch re-joined the Committee.

The Carers sub group have continued with their success as a carers support group led by committee member, Jenny Davis and former member Victoria Paterson.

Matters raised by the committee have included;

Questions to be included in the Patient Survey

The Annual FluFest arrangements
Saturday opening
Appointment waiting times
Privacy and patient confidentiality
Issue of blood test results
Home visits
The triage system and 0844 telephone contact number
Repeat Prescriptions
Communication
Difficulty in obtaining Blue Badges
Temporary shortage of nurses
Appointment of new partners
PPG membership

6. Secretary's Report

With the help of Nigel Sweet, the Practice Manager, the SPPG has achieved the following during the past year. (Nigel retired on the 31st October and we wish him well for the future);

1. The Carer's Group is flourishing, due to the hard work and dedication of Jenny Davis and Victoria Paterson. A full report of their activities will be given later.
2. A new 01494 telephone number is now in operation and seems to be well received by the patients.
3. With the help of a grant, sound proofing has been installed in the reception area in order to preserve patient confidentiality.
4. Earlier in the year two members of the committee attended the inaugural meetings of the CCG one held in Beaconsfield and the other in Amersham.
5. A member of Wooburn Green PPG attended our August meeting to share good practice.
6. In October Tea/Coffee and cakes were sold at the two Saturday morning sessions of the Flufest and raised a total of £75 to provide much needed equipment for the Nurses. Many thanks to the helpers and cake makers for that event.
7. Stan Ramsey and Richard Rivett produced a very comprehensive information folder, which is available in the Library and in the Reception area at the SMC. It is hoped to encourage more patients to join the SPPG (especially younger members, as we need input from all age ranges).

We welcome Martin Elliott, the new Practice Manager. We wish him well in his new post and are sure we will have a long and happy relationship with him.

7. Practice Manager's Report

Although the Manager has only been in charge for the past month here is an overview of events over the past year:

The Practice has been through difficulties over the past year with only two doctors and a number of locums, plus there have been additional strains with losses to the nursing staff. During the past six months three new Doctors have been appointed. They have all settled in well and have become respected by the patients for their approachability and medical expertise. It is hoped that Drs Santos, Rogers and Crane will take the next steps to becoming full Partners.

Also joining the Practice is Suzanne Holmes, who has been a welcome addition to the Nursing staff.

There have been many new advancements in the application of ITC within the SMC; from the electronic information/calling system (the old system was obsolete, and had to be replaced) and the new booking-in systems. We have recently migrated to being able to book appointments/cancel and request repeat prescriptions on-line. In the New Year we also hope to be able to offer an electronic paperless system where you will be able to see the doctor and then pick up

medicines at the Chemist without the need for prescriptions. None of these have been implemented to reduce reception staff, who will always be there via a telephone if need to assist patient's needs.

SMC still performs incredibly well, and we are one of the few surgeries to offer a personalised service (although Jeremy Hunt spoke last week about surgeries adopting or going back to our system/style). We have new challenges with additional buildings and residents in our locality, such as the recently opened Care Home and the futuristic development at Studley Green.

We have further challenges to come. Much of this agenda is being set by the Care Quality Commission, and you will see additional changes such as regular cleaning of carpets and a survey of patient's satisfaction. A good indication of patient satisfaction, with a patient list in excess of 6,500, is that we received only 12 complaints during 2013 (not that I am asking for more); 4 were about medical treatment/diagnosis, 3 were about the treatments received at other establishments such as schools or hospitals – and out of our control, 3 were attitudinal (not liking the way they were spoken to in person or on the telephone and 2 were about the introduction of IT, seeing their names on the screens etc.

Thanks was expressed to the PPG for their support and the assistance given at the FluFest Saturday sessions with the monies raised possibly being used to purchase a fridge for the storage of medication in the Nurses Treatment rooms.

8. Carers Support Group

The Carers support group continues to meet regularly at the Medical Centre (and will do so for the foreseeable future) on the last Wednesday of each month. It is well attended, on average 10-14 people. Some self-refer and some are referred by the GP.

Martin Elliott has met with Jenny Davis and Victoria Paterson, the facilitators and they look forward to working with him in the future. The Group met with Nigel before he retired and he was thanked for his help and encouragement in setting up the group, because without his input the group would not exist. He wished a long and happy retirement.

Over the past few months they have had talks on Power of Attorney, the work of carers community liaison worker from Carers Bucks and a from Crossroads Care Agency. In February there will be a talk on dealing with stress.

Three members attended the AGM of Carers Bucks in September and on the 29th November several members are attending the Carers Rights day put on by BCC in conjunction with Carers Bucks. Andrew Marr's wife has made a video especially for the meeting telling of her experience in becoming a carer suddenly without any warning and the difficulties she had to overcome. Also one of our members has been videoed giving her account of being a carer. Social Meeting is to be held in the St. Francis Room in December
Jenny Davis

9. CCCG Report

The CCG Was fully authorised without any conditions and became a statutory NHS body on the 1st April 2013.

There is a 5 year strategic overview and a 2 year operating plan with a common core for Bucks with additional local priorities.

Clinical Priorities – Integration, care closer to home, self-responsibility with emphasis on prevention. Access to and use of information.

Key Themes –

(1) Embedding and optimising multi-agency approach (community integration).

- (2) Maximising use of minor illness and injuries units (MIIU) and multi-disciplinary day assessment (MuDAS)
- (3) Expansion of ambulatory emergency care
- (4) Community hospitals; more step up and discharge to assess. (5) Ambulances – reduce end of day bunching – expand see and treat.
- (5) Re-contract NHS11 Out of Hours and MIIU.
- (6) End of life plans and increase option of people wishing to die at home.
- (7) Primary care g triage review to free time for focus on frail elderly and those with complex conditions.
- (8) Emphasis on use of local providers for elective procedures.
- (9) Continue focus on medicines and diagnostics quality management
- (10) Review of pathways, including musculoskeletal, surgical and stroke.
- (11) Benchmarking of community hospitals.
- (12) Expansion of self-care and prevention programmes
- (13) Integrated community equipment service review jointly with BCC and acute providers.
- (14) Review/re-commission neuro-rehabilitation.
- (15) Review Children’s portfolio, especially integrated Child and Adolescent Mental Health Services
- (16) Review provision of pre-surgical obesity management services.

The CCG also plans to continue to work closely with patients and the public and listen and involve people in taking the plans forward

A Call to Action

65 years ago many people Faced choosing between poverty if they fell seriously ill or for on-going care altogether. The NHS has achieved a great deal to improve the health of the population since 1948.

If the NHS is to survive another 65 years, it must change. There are a number of future pressures that threaten to overwhelm the NHS;

- The population is ageing and we are seeing a significant increase in the number of people with long term conditions.
- The resulting increase in demand, combined with rising costs, threatens the financial stability and sustainability of the NHS.

Preserving the values that underpin a universal health service, free at the point of use, will mean fundamental changes to how we deliver the use health care services and so then NHS call to Action has been launched. This is a national campaign to involve patients and the public in setting the strategy for the NHS for the next 5 years. Across England CCGs will be holding events and meetings to ask people to consider four main questions.

1. WHAT IS THE BEST WAY TO IMPROVE QUALITY IN THE NHS?
2. HOW CAN WE PLAN TO DELIVER EVERYONE’S HEALTH CARE NEEDS?
3. HOW CAN WE PREPARE FOR THE FINANCIAL CHALLENGE AHEAD?
4. WHAT MUST WE DO TO BUILD AN EXCELLENT NHS NOW AND FOR FUTURE GENERATIONS?

In addressing these questions, we are NOT looking for unnecessary structural changes; it is about finding ways to do things differently:

- Harnessing technology to fundamentally improve productivity.
- Putting people in charge of their own health and care

Integrating more health and care services.

For more information go to the website www.chilternccg.nhs.uk on the “Call to Action” page.

10. Any Other Business

1. **Repeat Prescriptions** – In answer to a question Martin Elliot informed us that when we have registered our intent to take part – repeat prescription will be available on line in the New Year.
2. **Patient Survey** Also in an answer to a question, Martin Elliot informed us that the Patient Survey needs to be carried out bi-annually. This will be discussed at the next SPPG Committee meeting which will be held in February 2014.

The meeting ended at 9.10pm with Stan Ramsey thanking everyone for attending, particularly Paul Henry.