

**Stokenchurch Patient Participation Group
Stokenchurch Medical Centre
Notes of the Meeting
Held on the 7 February 2017.**

Present:

Richard Rivett	Chairman
John Betts	
Stan Ramsey	
Chris Parkinson	
Mike Jones	
Ann Carter	
Ann Sherman	
Martin Elliott	
Dr Oliver Large	

Apologies Jenny Davies and Camilla Baker and Penny Birch

Please note that all discussions at these meetings will be treated as confidential

Richard welcomed everyone and thanked Dr Large for making himself available

Minutes of the previous meeting were taken. Mike Jones stated that he was present as opposed to absent.

Dr Oliver Large

Dr Large gave an overview of his experience as a GP and his move from Maidenhead 'Out of Hours' Doctors to Stokenchurch M/Centre. Whilst he wasn't sure that he wanted to be a Partner GP so early in his career he is finding it very rewarding, and is looking forward to becoming a full partner shortly. He gave a brief view of where he saw the challenges/future, and how the PPG could support Practice with such issues as speaking and writing to local politicians.

Secretarial Matters

Richard he had attended the CCG meeting in Chalfont St Giles on how PPG's could assist their local Practices, but was disappointed with the content which appeared to be focused on local delivery in South Bucks. He has fed this back to the CCG and Paul Henry. Most attendees were professionals, and very few were patients. There was little content on health concerns/patterns.

Practice Manager's Report

Martin updated the meeting as to the lease, and that it should be signed by the end of the month.

Following PPG representation and discussion with the Chair and Deputy Chair the urgent clinic has now been staggered with six patients every half an hour. Although a simple idea this has been well received by patients, who appear more satisfied (Friends and Family Test). Routine appointment waits have also reduced to a reasonable time of two to two and a half weeks, and we are focusing on driving this down further. Following analysis SMC is seeing 34.2% more patients in the urgent clinics at this time, as opposed to the same time last year. This must be beneficial for A and E and MIU.

We have introduced free Wi-Fi throughout the Practice, which hopefully makes any wait tolerable. (Watch a film, surf the net, reading e-books etc.).

The Partners have decided not to replace Suzanne Smith at this stage, because the future of the GP Contract 2017/18 is unknown. We have employed our specialist Diabetic Nurse Christine Darley, and also up-skilled our HCA's including our new HCA Veska Kostova.

The paramedic trial, which started in November has been a great success, and will run until the end of April. It is a six month pilot being financed by the CCG, who hopefully will introduce something similar in 2017/18. Dolly McPherson has finished her three months and has handed over the baton to paramedic Peter Brown.

Carer's Support Group

Jenny sent her sincere apologies for her non-attendance but had informed Richard that the group had now been allocated a support person, Julie Thomas from Carer's Bucks and due to her involvement 3 new Carers have joined the group. Julie has developed a programme with us which is being advertised with other groups.

Diabetes Support Group

Martin confirmed that Christine Darley, the Practice Specialist Diabetic Nurse, has been asked to organize a support group, but she needs to fit this in with her overall 'Year of Care' Plan.

Health watch Bucks.

Richard asked if the committee thought they were another dilution of effectiveness with a number of similar organisations who were responsible for representing patient views/concerns. He acknowledged that there are still four or five Practices in the South of the County without a PPG, and that some appear

more active than others. He was surprised that Beaconsfield has 4-5,000 patients registered on their PPG whilst we have 45. Is there more that can be done? Martin suggested that may-be Richard speaks to Sarah Shepherd, IT Manager, about publicity via Facebook and Twitter?

Any Other Business

Stan Ramsey asked about overseas patients and failure to charge as reported in the media. Martin stated that contrary to a number of conversations he has had with NHS England and Patient Liaison SMC always charges for non-EEC patients, and those from countries without a bilateral agreement. After six months they are eligible to be registered as a patient with SMC.

The meeting concluded at 9.30pm.

Date of next PPG – Tuesday 2 May at SMC 7.30pm-9.30pm