

Stokenchurch Medical Centre
Patient Participation Group – SPPG
Minutes of the 8th Annual General Meeting
On Thursday 28th November, 2018 at 19.30

1.Present: Richard Rivett (Chairman), Dr Kate Pearson (GP), Martin Elliott (Practice Manager), Stan Ramsey (Vice Chairman), Richard Cairns, Sue Cairns, Ann Spalton, John Betts, , Jenny Powis, Camilla Baker, Chris Parkinson, Derick Randall, Jenny Davis, Jenny Powis, Dan Davis, Larissa Goff, Yvette Young, Vicki Nuthall, Lucy Martin (Carers Bucks) and Ann Carter.

The Chairman welcomed everyone.

2.Apologies: None

3.Minutes of the 6th AGM: These had been circulated beforehand and there were no questions concerning them.

4.Presentation by Dr Kate Pearson: She said that the doctors were all working really well together and made a good team. Moral in the NHS generally was not good but it was very good at the Practice. The doctors are pleased to support Medical Students who can gain experience at the Practice but it was difficult to get the students to become GPs. There are challenging times ahead. NHS England & CCGs set precedents regarding the amount of appointments bookable and the time allotted but there are many vulnerable patients who need more time. With the advent of phone & video appointments she was very concerned that the correct diagnosis could be missed. A question was raised from the floor regarding home visits and she assured everyone that the paramedics at the Practice were undertaking these and it proved successful.

Vicky Nuthall raised the issue of her husband attending UTC because we were full, and being advised that they were also full and should return to see their GP immediately. On return they were informed that we were still fully booked and they were turned away by a receptionist and had to attend A and E as he had deteriorated. Her point being that a Receptionist isn't medically trained and shouldn't be making these decisions. I replied that Receptionist are empowered to make these decisions on the direction of the Partners, and he shouldn't have been turned away by UTC, which resulted in this 'ping pong' effect.

Martin apologised and said he would discuss it with staff and take up the matter with the minor injuries clinic and the CCG.

Vicky then questioned why patients can't speak with their GP in this type of case as the Receptionist should not be the gatekeeper. Dr Pearson explained the demands on GP time both in surgery at and at home afterwards, and we need to avoid burning out our GPs if we are to survive as a surgery, because there is no influx of GPs, but a loss of another 1,000 throughout England and Wales.

Camilla Baker then asked what doctors were full-time and which were part-time, and why certain doctors couldn't work more days. Dr Pearson replied that the part-time doctors can't be forced to work more days and would resign if this pressure was applied as they are involved in developmental works elsewhere.

Richard R thanked Dr Pearson for attending.

5. Chairman's report: Richard stated that it had been a challenging year. He was disappointed that not more people had attended the meeting and the PPG really needs some younger people to join the committee. The Committee meet 4 times a year and the doctors, paramedics or nurses etc come and give us updates. A newsletter is now produced quarterly and is available widely throughout the village and on the internet.

The Primary Care Network had been set up with a population of 50,000. The surgeries involved included Cressex, Riverside, Carrington House, Wye Valley and Chiltern House and Stokenchurch.

The Patient Sponsor Scheme is underway and patients who have experienced various illness will be able to support those who have only just been diagnosed. Richard C is undertaking setting up this programme.

Stan Ramsey is now standing down as Vice Chairman & Richard R thanked him sincerely for all his past work as Chairman & Vice Chairman and the support he has given to Martin & the PPG. He will continue on the committee Richard R also thanked everyone who attends PPG, CCG and other meetings throughout the year.

6. Election of Committee: Richard R said he would welcome more people on the committee. Stan Ramsey proposed that the present committee members be re-elected. This was seconded by Sue Cairns. Richard R proposed that Richard Cairns be elected as Vice Chairman, seconded by Stan Ramsey.

7. Primary Care Network (PCN): Richard R said wondered if it would be possible to go to the other Surgeries in the PCN, for certain treatments but Martin said that it is unlikely at the moment. Richard and Sue Cairns are Stokenchurch PPG representatives on the new PCN.

8. Practice Manager's Report: Martin thanked the PPG for supporting the Medical Centre and the efforts were appreciated and thus ensuring a stable Practice in quickly changing NHS. Since last year there has been a number of changes – a second Paramedic, Steve Davis, was welcomed to the Practice and 2 new receptionists – Nicola & Chloe. Sadly we say goodbye to the phlebotomist, Molly, who is now an HCA at Stoke Mandeville Hospital. The GPs have remained stable and are ably assisted by a cadre of Locum GPs, in order to offer more appointments which have increased by 25%. The demand on the service has increased and whilst patient numbers have increased by some 250 the number of occasions on average that a patient attends the GP service has also increased from 5 to 8 times a year. Regarding the Primary Care Network we have now left the Wooburn Green locality and joined the Primary Care Partners in High Wycombe making it easier for patients transport-

wise as they have a more direct route to other surgeries. The PCN has appointed a Clinical Pharmacist and two Social Prescribers who will be working on behalf of all the surgeries.

We are a progressive surgery and have been deeply involved in a numbers of projects during 2019 in an attempt to make a difference. The first Physio Project has seen Physio Sam Cheffins at the Practice one day a week, with direct referrals from the Receptionists – thereby saving GP time. This has been well received and a great success. This project ends at Christmas but hopefully the initiative will now be adopted by the PCN.

Presently we are taking part in 2X year-long projects One on the reduction in the use of antibiotics and the other a cancer awareness project.

Fortunately we have a very stable Practice with no staffing problems regarding lack of GPs or clinicians, but this is entirely due to the Partners who finance much of the activities (e.g Paramedics) from their own pockets. Patients do not realise how lucky they are to have such dedicated individuals.

9. Carers report: Jenny Davis said that 7 years ago the PPG put out a survey which found that Carers were not catered for and so she set up the Carers Group with the help of Victoria and Carers Bucks. This had proved very successful and as numbers had outgrown the room space they would be relocating to a new venue. Reluctantly she was handing over leadership but happily Carers Bucks were taking over.

Lucy Martin, from Carers Bucks Adult Support Team then said how the Group had grown with Jenny's work. It was open to anyone in a caring roll and peer support is invaluable. The group is involved with the PCN and support workers to provide the best possible care but there are financial restraints from BCC who commission the group. Richard thanked Lucy for her support.

10 Any Other Business: There was no other business and the meeting closed at 21.20

11.Date of the next meeting: Richard asked whether afternoons were a more suitable time for meetings. This was agreed by the committee and **Tuesday February 18th 2020** was suggested as the next possible date. (**After Note: Next PPG meeting confirmed for 13th February 2020 at 14.30 at the Medical Centre**)