

Full Group - Patient Participation Group - Watlington and Chalgrove GP Practice

Minutes for Meeting held Jan 24th 2018

Present: Carole Montague
Dave Lee (Chair)
Neil Topping
Jacqueline Carrington
Jacky Wagstaff
Marian Davis
Ian Jones
Doreen Hobbs
Ann Reed
Tony Williamson
John White
Lynn Baker (Minutes)

Apologies: Helen Moss-Black
Evelyn Chakera
Ann McDevitt

Next Meeting: April 25th 2018. Chalgrove Surgery. 7pm

Introduction: Dave welcomed Dr Ding to our meeting. She presented a talk on "The End of Life from a GP's Perspective". She emphasised the importance of planning for our end of life care; of communicating our plan to key others such as family and our GP; and of using documentary resources such as an Advance Directive and a lasting Power of Attorney for Health and Welfare. She gave us clear information on the choices available to us when considering where we want to die. Her presentation raised many questions and was appreciated by all in the meeting, particularly as we are planning, with the Benson Patient Panel, an Open Morning in May entitled "Matters of Life and Death". She advised us that www.mydecisions.org.uk is a useful website. Dave thanked Dr Ding on behalf of everyone present.

Business:

1. Minutes

- The minutes of the Full Group meeting 4.10.17 and the Steering Group meeting 14.11.17 were approved

2. Matters Arising: There were none.

3. Practice Update by CM:

- 2 new practice nurses have been appointed. Both will be part time. Erin (also a prescribing nurse) will begin in Feb and Beverly will begin in April. Their appointments will ensure a greater clinical nurse coverage than was previously available and will help to address any clinical shortfall due to Dr Neil's retirement at the end of April
- The Practice is still advertising for a new partner, so far without success
- Repairs to Chalgrove Surgery are continuing following the flooding prior to Christmas. Members thanked and congratulated Carole and all her team for dealing

so efficiently with the crisis. Carole acknowledged her team's efforts and good will in solving the problems quickly so that the Practice could continue to provide a clinical service whilst Chalgrove surgery was closed

- Plans are continuing to make another clinical room available at Watlington surgery
- There is more flu vaccine available at the surgeries should anyone want this protection
- The Practice is notified of any patients who have had Flu vaccinations done in pharmacies
- The Practice is very keen to encourage all patients who have a chronic condition requiring regular medication to book a "double-slot" appointment to have a full clinical review of their condition. This should be done **annually** by these patients in order to properly address any changes in their general health and in the medication that they require. Such appointments do not necessarily remove the need to respond to "medication review" messages on repeat prescription forms, although doctors will do their best to remind patients attending for a medication review if their annual full clinical review is also due
- The Practice would also like us to continue to promote the text reminder service for upcoming appointments
- The Practice is aware that there is always room for improvement to their service but were pleased that in a recent survey initiated by the OCCG, our Practice had "good" ratings
- On the request of a patient, TW raised the issue of whether recorded music could be played in the waiting rooms. CM acknowledged the reason for the request. She is not against it in principle but is currently reluctant to introduce it due to the likelihood of it leading to complaints to her staff re volume/choice of music, wish for no music etc. If, as TW suggested, a trial period with music was introduced, this would still require paying for a license and it would not necessarily remove the attendant difficulties. We agreed that PPG members could keep this request in mind and should other such requests come our way we would discuss it again in a full meeting
- JW raised a question about the log-in screen. In his experience it does not always give accurate information re how many patients are waiting before your appointment is due. CM confirmed that the screen can only give a guide on this as sometimes unscheduled consultations have to take place between clinicians within the appointment time of one patient.

4. SELF report by NT:

- Membership attendance at other PPGs within our Locality average between 8 and 14. Some PPGs also have a "virtual" membership as indeed do we on our website
- Currently 8 schemes are operating throughout the country to pilot "Accountable Care" organisations that have a joint budget administered by representatives from Health Trusts and Social Services. One such pilot scheme is in Bucks. The Chief Executive of Bucks CCG is to be appointed acting Chief Executive of the OCCG. This arrangement is to run for 1 year after which time a permanent appointment will be in place
- The clinical lead for SELF has an interest in the role of Pharmacies in NHS patient care. Members discussed the current display on mental health in the Chalgrove Pharmacy and similar displays on aspects of physical health in the Watlington Pharmacy.

5. Public meeting: All

- Date - Saturday May 12th from 9.00am - 1.30pm
- Place - Benson Parish Hall

- Subject "Matters of Life and Death"
- Jointly organised by our PPG and Benson Patient Panel
- Format - 5 speakers, each having a half hour slot; various stalls representing organisations that are particularly relevant to the subject and can provide useful information and advice
- Refreshments will be provided throughout the event
- CM confirmed that our Practice will help to cover the cost of banners for publicity purposes
- Several members confirmed their willingness to volunteer to help on the day. We agreed that nearer the time we would email members giving details of the help needed so that they can let us know when and for what task they can be available
- The next meeting with Benson reps to progress this project is on 25.1.18.

AOB:

1. MD reported on the successful purchase of the new bench for Watlington Surgery garden. She hopes that it will be put in place during March. It will have a plaque on it acknowledging the generous donations of the PPG and the Watlington Old School Place community.

The members thanked Marian for making this project so successful and congratulated her on her enthusiastic and determined fund raising. We agreed that when the bench is put in place there will be a ceremony to mark the event.

2. LB requested that members consider joining the PPG Steering Group. Any new member would be welcome, but there is a particular need for a Watlington member so that the Steering Group better represents the full membership. Doreen Hobbs said that she could attend if the meetings were held after 2pm on Tuesdays; Tony Williamson also offered his help. CM confirmed that she could be present at afternoon meetings on any Tuesday apart from the last Tuesday of the month.

Action Points:

- MD and CM to progress the placing of the Watlington Surgery bench. Ceremony to be arranged and membership informed
- NT/DL/LB to attend joint planning meeting with Benson Panel members on 25.1.18 and to report back to full membership with further details
- LB/NT/CM/DL/DH to decide on next Steering meeting date. This to be circulated to all members
- LB to liaise with John White re his offer to represent Humanist beliefs at the May public event