

Minutes of PPG Meeting – 8 November 2018

Present: Daphne Smewing, Ralph Tracy, Glynn Woollam, Vikki Stephenson, Richard Birkenhead, Bev Langton, Pauline Dee,

Apologies: Michelle Astley, T Davies, T.Griffiths

Matters from the previous minutes:

There was further discussion regarding funding issues which had been discussed with the CCG previously by the practice and by the PPG. The practice has now written a letter to the CCG stating that with effect from 31 March 2019 they would be unable to continue providing routine blood tests and dressing changes. This means that unless a financial agreement is reached before the 1 April 2019 patients will have to either travel to RSH or travel to any other service the CCG may provide. It is hoped to send out further information by November of this year.

It was agreed that the PPG will now write to the CCG stressing their unhappiness with what is happening and reminding the CCG that in a 10 minute slot it is not always possible to change dressings as this can take up to an hour of the practice nurses time. There are also issues for the district nurses. There is concern that little time is now remaining and the situation remains unclear.

Action: Daphne and Ralph

Rowlands Pharmacy is now open.

There was some further discussion regarding the text messaging service. It was explained that there is a cost implication in changing the current text service feedback.

Further explanation was given regarding the extended access surgeries. The access starts at 18:30pm and runs till 20:00pm every week day and 08:30 to 12:00 every Saturday on a rotational basis. NHS had pushed for extended access from the 1 October 2018. Local agreement to involvement with Churchmere practice. Churchmere hold the contract, which is effective up to 31 March 2020. Patients will be in a 'hub' which includes Churchmere, Wem and Prees and Hodnet. Market Drayton, Shawbury and Clive are not involved at this time. Out of hours appointments are not available to be booked on line. There is to be training on the 9 November with clinical providers this includes training regarding remote access.

Richard said he would send out further information when it becomes available.

Dr Bartlett will be leaving the practice on 31 December 2018 and a new doctor has been recruited – Dr Marcus Philpott – and will start in January 2019. An Advanced Practice Nurse (ANP) has been appointed – Zoe Cartwright – and will be starting in January 2019. Grace Freret the new practice nurse has also been recruited again starting in January 2019.

AOB:

Richard reported that the two ECG machines – one at Wem and one at Prees – are now old and not able to be used. The cost of replacement is £2,000 per machine. He asked whether the PPG could become

involved in fund raising to enable the practice to replace the machines. After considerable discussion Bev Langton said she would approach the Co-Op Store in Wem and Vikki Stephenson said she would approach Grocot's with a view to possible funding. Pauline Dee said she would look at possible funding from Twemlows. There is a charity at Prees but Richard thinks that money has been used from this already.

Action: Bev, Vikki and Richard

The use of forenames when writing to patients was raised and the feeling is that patients be addressed as Mr, Mrs, Miss or M, or other appropriate title, when writing to them rather than using the over-familiar forename.

Telephone consultations said to be going well but the issue was raised of the time for a routine appointment which can be anything from 4 to 6 weeks in advance, rather than being available within 1 or 2 weeks. It was explained that this is largely due to staffing issues.

There had been an issue with flu jab vaccination running out, but the meeting was informed that the supply issue has now been resolved.

Date of the next meeting: 7 February 2019 2.00 pm at Prees Surgery