

MINUTES OF THE PPG MEETING

THE OLD ORCHARD SURGERY 21-1-19

PRESENT – Dr Ali Corke, Jenny Holmes, Sue Haddock, Pauline Rose, Stephanie Stevens , Carole Slater, Karen Johnson, Paula Brembridge , Claire Snook [Minute taker]

APOLOGIES – None received.

PREVIOUS MINUTES - from the last meeting were agreed.

- The self check in screen in Shrewton is working well .
The patients are also able speak to a receptionist as before which they like.
- The new automatic sliding doors at Wilton are a good addition and much easier for the patients .
- We are still waiting for the 24hr ECG monitor from Codford to be repaired.

NEW PPG MEMBER

Mr Nigel Westwood has kindly agreed to joining our group. We will send him a copy of our latest meeting and look forward to seeing him in April.

NEW LLOYDS MANAGER

Sue Haddock said there is a new manager, Mohammed, at Lloyds the Chemist in Wilton who is very good.

TAI CHI CLASSES

Sue Haddock brought information about local Tai Chi classes. It is hoped that this could be promoted for older people locally and Jenny has agreed to put it on the surgery screens . People who have mobility problems or Parkinsons can attend and it would be helpful to make any warden assisted sites , such as St Johns Priory, aware.

WASTE OF NHS RESOURCES

There was a discussion concerning medication once dispensed cannot be accepted back even if unopened & the resultant waste of money and resources. This is also the case for various medical aids such as crutches and wheelchairs which are lent to patients but have to be destroyed when returned.

It was agreed that Claire would write to the Health Minister , Matt Hancock querying why this is and whether policy could change to reduce this waste. She will check with the dispenser and SDH Aids department etc to get a definitive answer on the present protocol for returns before writing.

SMS FEEDBACK

Jenny Holmes said there have been lots of responses from SMS messages asking patients to rate our service from 1-5. These are, on the whole, extremely good as the responses feed back to the mjog system which Jenny can see.

Paula Brembridge said that she had been sent an SMS message to say she had missed an appointment which she had never had. JH explained this must be a glitch and she would look into it.

NEW WEBSITE FOR THE ORCHARD PARTNERSHIP

Jenny showed the group a demonstration of what the new surgery website would look like . It is hoped that it will be more patient friendly and coherent. It is also simpler than our current website and intends to point/signpost patients to what they need.

All the information comes from the NHS website and has been checked for accuracy by a clinician .

Each individual practice will have its own website. They will all look the same to ensure that queries are dealt with by the right staff.

The new website aims to make the system simpler and enable patients to do more for themselves. They will be able to take more responsibility for things GPs and clinicians do not need to do ie filling in sick notes. This does not link to the clinical system but will be picked up and sent through to the GPs.

There was discussion about how to best disseminate information about the new website to patients . It was felt a SMS to patients who have signed up for this would be a good idea . In addition a tutorial demonstration perhaps in the

surgery waiting rooms or local village hall was raised as an idea. A couple of hours to provide an explanation of how it works in each of our areas was felt to be necessary to get patients used to using it.

Jenny said it would be helpful if each PPG member could suggest the best place in their area to 'sell' it.

There will be a live pilot site set up for staff to train on within the next few weeks.

She will get the website up and running and we can discuss it again at our April meeting.

Sue Haddock has kindly asked the Valley News to donate some space to us to advertise our new website. They are kindly giving us a ¼ page advert for this.

IMPROVED ACCESS

Dr Corke gave us an update in the Improved Access arrangements which we have with Salisbury Medical Practice. This basically offers an 8-8 provision which includes extra hours in the evenings and weekends. Initially it was set up so all the extra hours were provided at SMP or 3 Chequers Practice in the city as it is a booked not an urgent service. Our patients were not happy with having to go into Salisbury and were therefore not using it .

As it was not working for us we are looking at improving it for our patients and it has been agreed we can offer late surgeries here.

We are signed up for an 18 month pilot with this system and then we could opt out .

Shrewton already offers a Saturday morning surgery normally once a month [Next one 16-2-19] 9 -11.45am bookable only as they come. Fovant stopped their Saturday mornings when Dr Hall retired.

RURAL TRANSPORT

Stephanie Stevens brought up the subject of the lack of transport in the Nadder Valley area. The TISBUS is still running from Tisbury . Also LINK does Codford but not Heytesbury so we believe. Mrs Stevens is going to check this with LINK and get back to me with their boundaries. She will feedback to us at the next meeting.

PIG MONEY

Several patients have enquired what the money from the 'Pig' [money from books and DVDs sold in each of the surgeries] is spent on . The money goes into a pot which is then discussed by the GPs . Obesity scales , paediatric blood monitors and a new spirometry machine have all been bought recently.

NEW GOVERNMENT DIRECTIVE

We are being told by the Government that in the future GPs will have to work in big groups which cover 30-50 K patients . This may work_for clusters of surgeries in built up areas but not so much in rural practices where the demographic is completely different and often spread over a wide area .

NEXT MEETING

Monday 29-4-19 12.30 pm Old Orchard Surgery