

THE ORCHARD PARTNERSHIP

Minutes of the PPG meeting 29th April 2019

Present: Dr A Corke, Jenny Holmes Assistant Practice Manger, Pauline Rose, Paula Brembridge, Karen Johnstone, Nigel Westwood, Claire Snook [Minute taker]

Apologies: Mrs Susan Haddock, Mrs Stephanie Stevens, Mrs Carole Slater, Mr Steven Hyde

New PPG members

Mr Nigel Westwood moved to Shrewton 12 months ago after working with the military and naval services. He returned to this area having been born in Lacock. He is an IT specialist and has his own company. He volunteers for NICE and works on 5 Guideline Committees.

Mrs Sue Rhind-Tutt is local to Wilton and currently works as a receptionist at the Wilton branch of Salisbury Medical Practice. She is hoping to join us when and if her work commitments allow.

Minutes from the last meeting were agreed.

Mrs Stephanie Stevens had emailed Claire in respect of the provision of local community transport (LINK). She felt that the network of drivers who cover the area is not well published and has requested that LINK information be put in the Parish magazine. In addition, Claire will create a poster for each surgery encouraging patients to ask reception if they need help with transport.

Primary Care Networks

Dr Corke updated us on Primary Care Networks. From the 1st July we will be formally working in bigger groups contractually. Each 'hub' will cover 30-50K patients. The Orchard Partnership will be linked with Hindon, Sixpenny Handley, Tisbury, Mere, Silton and Courtyard Surgery in West Lavington. This covers about 32K patients. This will offer more shared care and extended hours. There will be specialities within the locality. There will be challenges around the distances between the surgeries. However it is a Government designed policy which works better for metropolitan rather than rural communities. We will no longer be linked with Salisbury Medical Practice.

The Government is funding social prescribers. Social prescribers will encourage and direct patients to more non-medical and social type services other than medication. They will be linked to our current Care Co-ordinators. This approach was tried in the Frome Model and had a massive impact on reducing requirements from the GPs. It aims to help with loneliness, encourage exercise etc and coordinated local services preventing duplication.

SMS messaging

It was fed back to the group that some messages are coming through that are not accurate. Jenny said she is happy to investigate these if she has the details. Despite this the reception and administration staff find it a great time saver in communicating with patients rather than having to repeatedly ring them.

Update on the new website

The new website went live in March and has been generally well received. There were a few teething problems with ordering medication on line but these seem to have been resolved. Patients are increasing using the website albeit slowly. Currently 15 patients per week across the partnership are signing up for this in addition to those who already use it.

Jenny has agreed to give us feedback on access and usage of the website at the next meeting. Currently 33% of patients have a username and password.

Village magazine.

Karen Johnson explained that the village magazine goes to five different villages and that she will happily include anything we need highlighted from the surgeries.

Carers

Jenny updated us on our Carers work. She said we constantly work hard trying to identify and support carers within our surgeries and those who look after patients who are on our carers register.

She asked for ideas of how to recognise carers and add them to our carers register. Karen suggested putting a write up the in village magazines asking for carers to let the surgery know who they are caring for – Jenny to forward to Karen.

- We run regular Carer Clinics at all the surgeries throughout the year
- We have a register of carers at the Partnership
- We try and offer carers preferential appointments to fit in with their caring commitments
- Unfortunately many people are unaware that they are valid carers

One suggestion was that we could have Coffee mornings at the four sites which might help identify and signpost people to help and support. However, carer cafes are already running in some areas so do not want to duplicate events.

Till Orchard Boundary change

Jess Holland, the Practice Manager, sent information to say that Till Orchard Surgery had applied to have their boundary changed to exclude Larkhill. This was successfully approved by the CCG. The reasoning behind this was resilience based due to the impending return of army families from Germany in addition to the closure of the Cross Plains surgery branch in Shrewton. Jess Holland has requested an update to date map on our boundary area.

Mr Steve Hyde wished to draw our attention to this charity www.servwessex.org.uk which has 130 volunteers who transport bloods / heart monitors /other equipment between NHS centres such as Soton and SDH or GP surgeries . It does approx.

200 runs per month covering from Chicester to Warminster. They work Out of Hours to complement existing services and processes.

Karen Johnstone Codford PPG rep - mentioned that 2 patients had spoken to her about being asked for another urine specimen when they rang for results after 2 weeks due it being inadequate. Their query was why they had not been contacted before this if there was a problem. Dr Corke is going to follow this up with Codford and ask about their process for specimens.

Paula Brembridge said the flu clinic in October at Codford Village Hall [8am – 6pm] were very successful and worked via a ticket system. There were other agencies there such as Carers Support, Diabetes UK, Fire Service and was attended by 600+ patients.

Jenny mentioned we had some issues with supply last year.

It was noted that Fovant felt they needed 2 dates for flu clinics in the future.

Date for the next meeting:

Monday 29 July 2019, 12.30pm, Old Orchard Surgery Wilton