

St Peter's Medical Centre Patient Group Meeting

Saturday 16 November 2019

MINUTES

Present:

Robert Brown (Chair), Brian, Raminder, Michelle – Patient Group
Carol Witney – Business Manager, St Peter's Medical Centre

Minutes from last meeting:

These were agreed to be a true account of the last meeting held on 21/9/19

Actions from last meeting:

- Not possible to have automated call back on telephone system
- Re-survey to be run – Brian has suggested some improvements and will liaise with Carol
Action : Brian
- Carol to have a demo and obtain prices from Viewpoint – an interactive, real time way of obtaining feedback and running surveys
- Carol has listed all GPs and ANPs' special interests and will ensure this is put on the info screens, website and in-house, together with the days each of them work.

Practice Updates:

Jacky, Clinical Pharmacist is leaving on Xmas Eve and practice currently recruiting

Appointment system is currently being reviewed, especially as the practice is stopping using the remote telephone consultation service – Practice Assist – at the end of December. Carol explained the importance of trying to have 15 minutes appointments, a duty doctor and admin doctor each day.

Continuity of care was discussed and the importance of the relationship between the patient and the clinician.

The CQC visit went well and the result are awaited

Primary Care Networks (PCN) – St Peter's is working with 8 other practices in the vicinity and is currently recruiting 2 clinical pharmacists and social prescribers which will benefit the demographics of our practices. Over the next 4 years it is intended that each PCN will have the opportunity to recruit paramedics, physician associated and first contact physiotherapists.

Planning permission has finally been obtained for the premises' redevelopment with the building work hopefully starting in the spring.

PPG Networks:

Brian is St Peter's representative at these bi-monthly meetings. Carol tries to go to most with 2 other managers in the city. They are usually useful and at the most recent one, Hugo Luck deputy director of primary care (CCG) spoke about future plans, Healthwatch attended and a speaker from the Armed Forces Network.

Christmas and New Year social gathering:

The group would like a social meeting to be held one evening before Christmas with as many clinicians and staff in attendance. Carol promised to ask the other partners **Action : Carol**

Any other business:

Wellbeing event to be held on 8 February at the practice. Robert is going to liaise with Kirsty Walker from TDC to get her help. **Action : Robert**

Patient Group is not currently representative of the patient population and the group have requested that clinicians offer personal invitations to patients whom they think would be interested. **Actions : clinicians**

The group have requested that a clinical partner or salaried GP comes along to future meetings and Carol will request this of the team. **Action : Carol**

Due to many patients having long-term conditions which make exercise difficult, all the group members are passionate about having dietetic services in the new premises.

Date of next meeting:

Saturday 4 January 2020