

Kelsall PPG Meeting

Thursday 31 August 2017

Kelsall Community Centre

Minutes

Present : Humphrey Claxton (Chair), Caroline Stein (Vice-Chair), Michele Grant (Secretary), Hilary Fergusson, Alan Bottomley, Lyne Howe, Vicki Ratchford, Julie Johnson (Practice Manager), Dr Kylie Daniels

Apologies: Nick Kuszniir, Dr Clare Baker

Arrangements for 30th September

Humphrey and Lyn said they were unable to make the event

Julie will allocate stands to the various organisations. The room will be set up at 08.30 and the event will run from 09.00 a.m. to 16.00 p.m.

The surgery is printing 300 leaflets.

The surgery will bring a sign up sheet to complete on the day with the contact details by people interested in being kept informed about the PPG

People can be 'virtual' members and attend a bi-annual meeting

The objective is to set a newsletter and share minutes of the meetings etc

We agreed a rota for the day in 2 hour shifts, as follows:

08.30 : Vicky

10.30 : Alan/Michele

12.30 : Caroline

14.30: Hilary

Julie reported there will be 10-12 people to provide coffee, teas and cakes. There has already been interest from various groups in being represented and raffle prizes donated.

The surgery volunteered to print name badges for the day.

Julie said the banner can be stored (and subsequently displayed) in the surgery and will bring to the event on 30 Sept.

Humphrey recommended there was a maximum of 12 people on the PPG committee.

New surgery update

Castlemead, the developer for the site behind Lord Binning, had asked for a schedule of new surgery accommodation requirements from the surgery. The spec is for core facilities, to be designed so that a second phase e.g. café, could be bolted on, once/if funding is secured

The objective is to proceed with plans for the new surgery, though EETF (Estates Technology & Transformation Fund) has not yet been confirmed.

Questions raised by the most recent PPG Chairs' Forum

The surgery reported back on a series of questions as follows:

- *Is our local pharmacy providing support, advice and helping to review patients' medicines thus reducing the work load of the practice?*

There are currently no medical reviews. Information is faxed/emailed to the surgery. Pharmacy First operates in the Kelsall pharmacy but may need to be promoted again. Kelsall pharmacy has a consultation room. There was some discussion about the relationship between the services of the pharmacy and the surgery and the need for a stronger connection. It was suggested the pharmacy has leaflets for September 30 event.

- *Is the practice planning to deploy eCONSULT?*

The practice does use eCONSULT but there is a low take up. There were four enquiries in April and 7 in May. Kelsall Surgery is piloting the service and it is publicised in the surgery and on the website.

Julie said it is questionable whether it is quicker than a phone call. The system guarantees a 48-hr response. It is good because it creates access when you want it but doesn't save either doctor or patient any time. The take up is high in areas with a lot of students. The PPG will explore the potential at 11 October PPG Chair's meeting.

- *What percentage of bookings are online bookings? What are the figures for telephone consultations, what percentage are successfully dealt with over the phone?*

Julie reported that two appointment times are blocked off online for emergency appointments. Around 5% of appointments are telephone consultations.

Representation at the next Chairs' Forum Wednesday 11th October

It was noted that neither the PPG Chair or Vice Chair is able to make and so no one will attend on this occasion. Humphrey to find out the dates of the next three meetings.

Dates of next three meetings – 26 October, 14 December and 1 March 2018 at the Community centre.

NOTE meeting start time changed to 5.30 – 7.00 p.m.

Agenda items for next meeting: unanswered questions from this meeting, Feedback from event on 30th September, update on estates/new property, feedback on Friends & Family, experience on patient online survey.

There being no other business the meeting closed at 18.59.