

The Heron Medical Practice



Minutes of the Meeting 9th May 2019

Present

Helen Sutton – Business Manager
Kerry Dickinson – Reception Supervisor
Theresa Campbell - PPG
Bill Burnett – PPG
Kim Holden – PPG
Margaret Cornell
Carol Chance – PPG
Gary Greenwood– Observer

Apologies:

Dr Robin Ho – GP Partner
Claire Sears – Operations Manager
David Surridge – PPG

1. Matters Arising

- Linda Fox

A minutes silence was held for Linda Fox who sadly died a few days after the last meeting. Gary will be attending the funeral on Friday on behalf of the PPG.

It was also agreed that Kerry would send some helpful information to the family of Linda **Action Kerry**

- Newsletter

The distribution of the newsletter was discussed and Helen confirmed that it had been laminated for all 4 sites and paper copies distributed.

The group discussed sending it to all patients who have an email address on record, **however since the meeting Helen has taken advice and unfortunately this is against GDPR regulations so the practice will not be distributing via email.**

Helen discussed the problem we have been having with our current website provider and the fact that we were in the process of getting a new website and that once this is sorted we would be uploading the newsletter to that website.

The PPG asked that the newsletter be distributed to pharmacies' where patients could pick up. **Action Kerry**

- AGM

We could not get a room for the date we had originally planned so therefore we decided that we would arrange for a date in September – Helen to arrange when Dr Dunn or Dr Cleverley and Dr Ho could attend and arrange a room – **Action Helen**

- Leaflets / Noticeboard

Helen to arrange a meeting with Theresa, Kerry and Debbie to discuss the leaflets for the practice, and to ensure patients newsletters are on the noticeboard **Action Helen**

- Caroline Selkirk meeting

Theresa updated the group on the meeting that she had had with Caroline Selkirk and felt reassured that contracts were now being monitored.

This raised a discussion on the 'Air Ambulance' and if this is always who the emergency services use or is they are using private providers that come out of the NHS budget. Helen will try and find out – **Action Helen**

- NHS Health-checks

Helen confirmed that a Diabetes check is NOT done as part of the NHS Health Checks however a risk assessment is done and if the patient is

2. Joint PPG with Park Surgery re: Networks

It was agreed that the 1st June date was fine – Helen to confirm to Hannah Walker – Park Surgery stating that morning would be preferable – **Action Helen (done)**

3. Staffing/Workforce

The practice has taken on 4 new ‘bank’ receptionists; this is to help maintain cover for all 4 sites due to annual leave and sickness. Since February the Reception team became smaller due to 4 members having been trained to become Prescribing Clerks and becoming their own team.

The Prescribing team have undergone training to enable them to take on a more enhanced role so that they can also take on some monitoring of patients whilst processing their prescriptions, i.e. ensuring that they have had relevant blood tests etc.

We discussed the sickness at the Practice and what the practice was doing to help improve levels.

The practice held its first ‘Time to Talk’ day last Friday as part of the ‘Go Home Healthy’ campaign supported by the Health and Safety Executive (HSE).

Beth Dunn also started with the practice in April as part of the new prescribing team, She has previous experience of working in a Practice Dispensary

Debbie Gregory left the Practice in April 19. The Practice is in the process of finding a replacement.

4. Governance

Helen discussed the recent IG breach with the group.

Helen to bring all of the last few months complaints to the next meeting – Ask Clare to attend The annual breakdown of complaints will also be provided at the meeting– **Action Helen**

5. AGM

Theresa mentioned that having a group to take forward the processes involved with the AGM had been raised at the pre meeting and Gary and Kim volunteered to take this forward looking at arrangements for the election, voting, application to join committee etc. The practice offered practical support where they could eg: putting on website, papers in the surgeries of all 4 practices but stressed there is no money available.

The group discussed the AGM format and how members would vote other members on the committee.

It was agreed that anyone who was on the committee currently or wanted to be on the committee should write a short statement about themselves in order that anyone attending the AGM could vote on members. It was also agreed that we could advertise this on the practice website and offer postal votes prior to the AGM

Action – ALL

In addition to this Bill will work on the draft new proposals encompassing elements of the PPG policy paper and the Terms of Reference previously circulated. **Action Bill**

6. Closure of William Street

Meeting dates were discussed and Wednesday 29th May 2019 was agreed on, they have asked that Tea, coffee and biscuits are provided– Helen to arrange – **Action Helen**

Theresa, Gary and Carol both agreed that they would be happy to hand out questionnaires in reception for this meeting asap – Kerry to print questionnaires and get them to the group – **Action Kerry**

7. Patient Survey

The group discussed if there was any benefit in doing a patient survey at this time – the agreed that there was no benefit currently but to look at this again later at flu time.

8. AOB

Virtual Members – Helen to look at this group and seen if it still active – **Action Helen**

9. Date and Time of Next Meeting

Wednesday 10th July 2019 1:30pm at Beltinge Surgery

