



Minutes of Meeting held at 7pm on Wednesday 16<sup>th</sup> January 2019

Present Barry Lynch (Chairman), Dr Mark Howcutt, Ellen Solley (Practice Manager) and 16 members. Apologies from Lesley Coles, Stuart Monro, Alan & Margaret Watkins. Marie Woodrow, Lydia Redshaw.

1. The Chairman welcomed everyone and thanked them for their attendance.
2. The Chairman welcomed our Guest Speakers Melita Smith and Sue Gehnich from Bucks Age UK talking about Loneliness and Welfare Benefits. Melita told us Bucks Age UK are an independent charity apart from the National Age UK with some funding coming from Bucks County Council and the balance from their own fund raising and services. In their area they have 300 clients and 250 volunteers over the age of 18. Volunteers must be trained, and DBS checks made. Volunteers roles are varied though some services they offer a charge is made, any requests to become a volunteer are welcomed. Sue talked about Welfare Benefits which is run by 17 volunteers who have been giving their services for a long time. This is an alternative office to the Department of Works and Pensions. Again. roles very varied e.g. helping people to fill in forms etc. The Chairman thanked the speakers who left behind leaflets.
3. Practice Report

Ellen reported new staff joining the practice. An apprentice, David, who will be on Reception and Admin. Debbie joining the Admin team and a new Receptionist, Julie. Trainee Dr. Kayani will leave at the beginning of Feb. and Dr Hussain in August when we will have 2 new trainees arriving.

The Practice was pleased that many patients managed to apply in good time for prescriptions to cover them over the Christmas period. We have had a mild winter and though the flu vaccinations were difficult to organise this year there has been a higher proportion of uptake than usual. Under 64 - 147 more than usual and over 65 – 573 higher. They have flu jabs available until the end of March.

New posters and signage have improved access for patients.

Two new appointment systems are now available.

Qdoctor - An online video consultancy system for straightforward conditions. Call the surgery for an appointment code then book a consultation online (it will not be your normal practice GPs).

Improved Access Service which has being introduced to cover extra hours up to 8pm and Saturday mornings. Call the surgery for an appointment (This may be at another local surgery other than Haddenham).

4. Discussion on latest NHS long term plan to roll out video consultancies nationwide.

The Chairman took a straw poll at the meeting of how many people would use virtual/Skype consultations. Affirmative was around 75%.

Dr. Howcutt said he thought consultations of this kind would be used more at the hospital for Consultants outpatient appointments, but that the technology was not there yet. Seeing patients can be a valuable asset and at Haddenham the GPs come to the waiting room to call their next patient. Seeing how the patient moves can be a valuable indication and they can start their assessment straightaway.

There is also a concern that people who are waiting for a consultation online might not be able to be contacted should their IT system fail.

The Medical Centre does have Consultants who attend the practice for Memory Clinic, Orthopaedics and Ultra Sound Machines to help people to receive attention without having to go to hospital as the Practice has the space available to accommodate them.

Question from the floor, do builders etc. consult the doctors if they are going to build more houses? Ellen said there was no engagement, although the CCG do get involved and are notified if planning permission is granted in the area.

Question – can the Practice cope with added numbers? Dr. Howcutt said there are 2 issues, availability of doctors and space. As of now the Practice has no problem with recruitment and has space.

Question: is there an upper limit to the number of patients. Dr. Howcutt said the Practice are not concerned at present.

## 5. PPG Reports

The Chairman said on the back of the Agenda there was a list of the PPG's achievements made during 2018 which made an impressive list and he thanked all those who had contributed to the PPG's programme.

- a) Training Sessions - Brian Rogers gave an update on the Training Sessions which have been organised by the PPG. Already 2 sessions have been held and have helped patients to register, sign on and use Patient Access. There has been a degree of need to train people to use their own devices and it has been found that one to one help is needed to get them started. It is hoped to produce videos designed to help people who find practical use of the system difficult. Gill Bedding has produced a Power Point presentation to run trainees through the whole system in detail and that forms the major part of the training sessions.

The third training session will be Thursday, 31<sup>st</sup> January at 10am.

It would be good to know if younger people are registering for Patient Access.

Question - What facilities are there for training the blind to use the system, good question but the system cannot offer this at the moment. We will contact Patient Access to see if they are addressing this issue.

Keith Milmer asked if a test area had been set up on the system and the answer was that it is unavailable as yet despite being promised by Patient Access 4 months ago.

The Chairman said there are some additional advantages of using Patient Access in that that you can authorise another doctor to temporarily see your records say you are out of the area. You can also change chemist temporarily for example when you are on holiday and revert back when you return

David Gregory said the NHS commission these systems to their security standards.

- b) PPG 200 Club – Bob Giles informed the meeting that the PPG 200 Club will continue this year even though numbers are declining. We have 72 members at present which is 37 addresses less than last year and we have gained 10 new addresses. The PPG 200 Club has been widely advertised and Lesley has even been to the railway station and handed out leaflets to encourage new members. Question as to why this was not advertised on the board inside the surgery and the Chairman answered it was on the outside window but would take on board to put inside. Keith Milmer said he had 1000 hits per day on Haddenham.net and would also again advertise. Bob mentioned that an advert was to go in the Go Local next month.

Last year we additionally received grants from the Haddenham Beer Festival and the Haddenham Fete Committee which enabled the provision of Dementia friendly signage at the surgery.

- c) PPG Events – The Chair informed the meeting that our Events organiser Lesley Coles had secured speakers for our meetings and a playlet Connie's Colander which will be about the onset of Dementia. The play will take place on 22<sup>nd</sup> May 2019 at Haddenham Library and will be free admission. The cost of this event is being funded by the CCG. Another Bucks PPG is also interested in staging the playlet.

d) David Gregory informed us there are 420,000 members in the UK belonging to the U3A. With 1000 branches and Haddenham has 30 interest groups. Together with Dr. Howcutt's assistance they are setting up a pilot scheme whereby a leaflet is handed out to patients who might benefit from attending the U3A to combat loneliness etc. i.e. Social Prescription.

6. Any Other Business

Question - on searching Haddenham Medical Centre on Google to find out opening and closing hours at the surgery it was found that it said the surgery was open 24 hours a day. Dr. Howcutt assured that they would try and get Google to amend this. It was also advised that the correct opening hours were on the Medical Centre's own website [www.haddenham.org](http://www.haddenham.org)

Keith Milmer asked about the reports of medication being in short supply. Dr. Howcutt said there had been problems for 2-3 months in getting supplies of Naproxen, Anti-biotics, HRT, and some heart medications. Doctors were in some cases spending an hour to call round to find stock of a specific medication

7. Next meeting will be on Wednesday 27<sup>th</sup> March 2019 at 7.00pm with Guest Speaker David Lindsey speaking about Diabetes Type 2 and how to beat this with diet and exercise.