

# PATIENT FORUM at the Over Wyre Medical Centre

## MINUTES OF THE MEETING ON WEDNESDAY 16<sup>TH</sup> MARCH 2016

### Present

John McPhee (Practice Manager) - Simone Harris (Office Manager) - Emily Hallett (Dispensary Manager) - Elaine Blundell (Nurse Practitioner) - Dr Lynch - Ian Gibson (Chair) - Malcolm Worsley (Vice Chair) - Helen Roberts (Secretary) and 17 PPG members

1. Ian welcomed everyone to the meeting and introduced the representatives from Dementia Friends.
2. Before the meeting began we were given the Dementia Friends presentation by Jane Williams and Michele Scott. The objective was to inform and educate people to have a raised awareness of dementia and how we can all help to create a dementia-friendly community. A game was played to help with the understanding and perception of the condition, of which there are over 100 types. Members were encouraged to become a Dementia Friend, of which there are more than a million and a half. Ian thanked the ladies for their attendance and all the information given.
3. Apologies: S. Farrington, P. Philpott, J. Foster, J. Hulme and Mr & Mrs Eccles
4. Minutes of the last meeting were taken as read and there were no matters arising. Helen informed the members that Kyle, one of our valued receptionists, was leaving to begin his Nursing Degree, everyone wished him well in his new career.
5. Practice Update – Dr Lynch & John MacPhee
  - We were advised that the NHS contribution to the new extension had not yet been signed off. NHS England had confirmed to the practice there will be a meeting next week to try to move this forward. John is working hard to get permission to go ahead as everything has been ready and the contractors cannot wait for ever. The extension is going to be needed as many homes are being built in the area. *Update 24 03 16 – John advised that the sign-off has been moved to early April.*
  - Hambleton surgery will also need to be extended at some stage, for the same reason.
  - The new Extensive Care System will be launched in our area starting on 1<sup>st</sup> April, based at the Civic Centre in Poulton. This scheme aims to provide co-ordinated care for patients with multiple conditions, providing a local one-stop support centre, which will mean fewer hospital appointments and admissions. A team of health care professionals will be looking after their needs and a support worker will be in regular contact with the patient in their home.



- Enhanced Primary Care teams will help patients who have both health and social care needs. They will be supported by an 'Integrated Neighbourhood Team' comprising GPs, other health care professionals, social workers, care co-ordinators and wellbeing support workers.
  - For Episodic Care e.g. coughs, colds and everyday ailments, a system is being developed to educate people towards self-help, with local pharmacists playing a major rôle. It is expected that this action will mean up to 30% fewer patients ringing the practice, allowing GPs more time to see people who really need their expertise.
  - A new G.P. Dr Nicola Hibbs has joined the practice on a part time basis and is a welcome addition.
  - A new receptionist – Emma Walker – has been recruited.
  - The CCG has arranged for Phil Strange, a paramedic from North West Ambulance Service, to be seconded to the practice on a part-time basis. He is working in the rôle of Community Paramedic.
  - The new telephone triage system still needs some adjustment. We were informed that one receptionist took 200 calls on a recent Monday morning – this kind of workload on reception staff and GPs is unsustainable. Currently around 48% of patients who ring will see a doctor. A meeting is being held to try and find ways to improve the system, continuity is an important subject.
  - As part of a project on falls and falls prevention, the CCG has launched a new emergency falls vehicle. Staffed by a paramedic and a physiotherapist, the vehicle is regularly dispatched to five or six call-outs per day. The service has been a great success.
6. A PPG member advised that the Department of Health leaflet regarding what to do after someone dies has been replaced with information on their website. It was agreed that this denies important support to those without web access. We were informed that similar leaflets were available from other bodies, such as Age UK and Trinity Hospice. Dr Lynch confirmed that the practice is willing to make such a document available.
- Ian informed the group that a new Patient Survey is being prepared in association with the practice and will be ready for distribution to patients as soon as possible.
  - Ian thanked everyone for attending and the meeting closed at 8.25 pm.
7. Date of the next meeting will be 8<sup>th</sup> June 2016

