

The Downland Practice

Patient Participation Group Minutes

Monday 25th November 2019 6.30pm

Attended	P Burnett (Compton), M Belcher (Chieveley), F Carter (W Ilsley), J Clerkin (DVG), D Brown (Curridge), P Croysdill (Leckhampstead), A Strong (Compton), G Murphy (Chaddleworth), J Cave (Senior GP Partner), R Weir (Practice Manager).	Actions
1	INTRODUCTIONS ALL & WELCOME CHAIR: DR CAVE	
2	APOLOGIES – C CULVER, P GWENAN DR C DAVIES,	
3	MINUTES OF MEETING 2ND SEP 2019 (EMAILED) REVIEWED AND CORRECT	
4	MATTERS ARISING – NIL	
5	PRIMARY CARE NETWORK - DOWNLAND PRACTICE INVOLVEMENT 5. PRIMARY CARE NETWORK (PCN) – PCN A34 WORKING WELL, THIS CONSIST OF STRAWBERRY HILL MEDICAL CENTRE, EASTFIELD HOUSE AND DOWNLAND PRACTICE, TOTAL OF 46,000 PATIENTS, DOWNLAND ARE TALKING THE LEAD ROLE FOR THE PCN. HAVE RECRUITED 2 X SOCIAL PRESCRIBERS THEY WILL WORK ACROSS ALL THREE LOCATIONS AND WILL SEE PATIENTS THAT ARE REFERRED TO THEM BY THE GP'S FOR SOCIAL ISSUES, THIS MAY INVOLVE A SHORT CHAT/CONSULTATION AND THE POSSIBLE SIGN POSTING. BOTH SP ON A 1 YEAR CONTRACT. DP ARE ALSO IN THE PROCESS OF RECRUITING A CLINICAL PRESCRIBER, THE CP WILL WORK IN THE SURGERY ALONGSIDE THE CLINICAL TEAM SEEING PATIENTS FOR MEDICATION REVIEWS AND SUPPORTING GP'S WITH MEDICATION REQUESTS. THIS SHOULD FREE UP GP TIME TO ALLOW GP'S MORE TIME WITH PATIENTS. THE NEXT FEW YEARS WILL SEE SIGNIFICANT FUNDING TO THE PCN TO SUPPORT GP'S. THERE IS A DECLINE IN GP'S ACROSS THE UK AND WITH A GROWING DEMAND ON THE PRIMARY CARE REQUIREMENTS AND LESS OF A GP WORKFORCE TO HAND THEN OTHER CLINICIANS WILL NATURALLY DEVELOP TO SEE PATIENTS IN THE GP PRACTICE.	
6	DOWNLAND PRACTICE BUSINESS PLAN DOWNLAND PRACTICE BUSINESS PLAN – STRAIGHT TALKING DOCUMENT TO GET THE SURGERY ON COURSE TO PROVIDE EXCELLENT PATIENTS SERVICES. THE PLAN SEEN BY THE PPG IS THE COVER VERSION OF THE PLAN, THE PLAN GOES MUCH MORE IN TO DETAIL AS A WORKING DOCUMENTS TO SUPPORT THIS PLAN, THIS ENSURES THE TASKS ARE BEING ACHIEVED IN A TIMELY MANNER. MAY CONSIDER HIGHLIGHTING SOME DATA ISSUE AREAS IN THE PLAN.	RW
7	CAMERA – RECEPTION AND PHARMACY - CAMERA RECEPTION AND PHARMACY – PPG ASKED THEIR VIEW ON THIS ISSUE, THERE HAS BEEN A NUMBER OF ISSUES AT THE FRONT DESK/PHARMACY	

	<p>AND THERE IS LITTLE SUPPORT TO VIEW THE ACTUAL EVENTS. THIS IS SIMILAR THE TELEPHONE RECORDING WHERE THE RECORDING CAN BE OBTAINED TO CLARIFY WHAT HAS HAPPENED. THIS WILL SUPPORT THE STAFF WHO HAVE TO DEAL WITH UNSAVOURY USERS OF THE SURGERY. PPG SUPPORT THIS ACTION.</p>	
8	<p>STUDIES – DOWNLAND PRACTICE STUDIES – CLINICAL PRACTICE RESEARCH DATALINK (CPRD) TAKE ANONOMISED DATA (NO PATIENT DETAILS) TO DEVELOP PATIENT SAFETY SYSTEMS FOR FUTURE TREATMENTS. THE Q RISK ASSESSMENT TOOL USED BY GP’S IS A GOOD EXAMPLE OF THE RESULTS OF STUDIES AND THIS HELPS GP’S ASSESS PATIENTS FOR POSSIBLE HEART CONDITION RISK. STUDIES WILL BE AVAILABLE AT SOME POINT IN THE NEAR FUTURE FOR PATIENTS TO PARTICIPATE AND HELP THE RESEARCHERS DEVELOP BETTER TREATMENTS FOR OTHER PATIENTS.</p>	
9	<p>FRIENDS AND FAMILY TEST (FFT) RESULTS REVIEW – FFT FOR THE DOWNLAND PRACTICE ARE LOOKING GREAT AS WE CURRENTLY HAVE A 95% OF PATIENTS WHO WOULD RECOMMEND THE SURGERY TO THEIR FRIENDS AND FAMILY. THIS DATA IS COLLECTED FROM TEXT MESSAGES SEND OUT TO PATIENTS AFTER THEY HAVE BEEN TO THE SURGERY, THIS WILL BE A MAXIMUM OF ONE MESSAGE PER MONTH, FROM APR – OCT THERE HAS BEEN 1614 FFT REPLIES THIS RELATES TO ABOUT 13% OF THE PRACTICE POPULATION. THIS IS A HIGH RESPONSE RATE.</p>	
10	<p>REPORTS FROM PARISHES</p> <p>CHADDLEWORTH – NIL TO REPORT</p> <p>COMPTON - A PLANNING APPLICATION IS DUE TO BE SUBMITTED FOR THE PIRBRIGHT/ANIMAL INSTITUTE SITE IN COMPTON. THERE WILL BE A PUBLIC CONSULTATION EVENT IN JANUARY (PUSHED BACK FROM 7TH NOVEMBER). THE CURRENT OWNERS OF THE SITE – HOMES ENGLAND – WILL BE SUBMITTING THEIR PLANNING APPLICATION AT THE END OF FEBRUARY.</p> <p>DVG – TRYING TO AVOID PARKING CHARGES AT THE HOSPITAL – WILL BE QUITE AN ONGOING ISSUE.</p> <p>HERMITAGE – BUILDING WORK STILL ON GOING FOR THE NEW VILLAGE HALL</p> <p>CURRIDGE – HAPPY WITH THE FLU CLINICS THIS YEAR – WENT WELL.</p> <p>LECKHEMPSTEAD – HAPPY WITH THE PHARMACY SERVICE AS THIS HAS IMPROVED OVER THE LAST FEW MONTHS.</p> <p>W ILLSEY – WAS AT BW PPG MEETING, FEEDBACK ON THE BUCKINGHAMSHIRE/OXFORDSHIRE/BERKSHIRE (BOB) MERGER WAS THAT THIS GROUP WAS AGAINST THIS IDEA, THIS IS MAINLY THE SECONDARY CARE (HOSPITALS) MERGING TO FORM A LARGER ORGANISATION.</p>	
11	<p>ANY OTHER BUSINESS</p> <p>MUSIC LICENCE TO BE OBTAINS SO THAT PRACTICE CAN PLAY MUSIC AT COMPTON (CONFIDENTIALITY ISSUE). RW WILL FEEDBACK AT NEXT PPG MEETING</p>	

12	AGREE TOPIC FOR DISCUSSION AT NEXT MEETING SOCIAL PRESCRIBER – REVIEW AND FEEDBACK	
13	DATE OF NEXT MEETING	