



Severn Fields Medical Practice Patients Group **Minutes for Wednesday 12th March 2019**

The meeting opened at 6.00pm.

Present: Vice Chair – Tina Sandford, Maelor Owen, Tim Bellett, Roland Brown, Val Davies, Heather Leach, Jeanette Owen, Bernard Page, Katie Pritchard, Bill Steventon, Ellie Wilmshurst

1. **Apologies** – Fred Beddow, Lisa Hall, Bernie Jones, Jane Simpson-Wood, Debbie Snooke, Mary Steen
2. **Minutes of the meeting held on Tuesday 22nd January 2019**
Roland Brown proposed and Jeanette Owen seconded that the minutes were a true record of the meeting held on Tuesday 22nd January 2019, and this was approved by members who were present at that meeting.
3. **Matters Arising**
There were no matters arising that were covered by the agenda items today.
4. **Chairs Report**
The Chair - Tina Sandford thanked all members present for their attendance and she produced a typed report which was circulated to members and discussed at length regarding The Practice Patients Group, POD in House Service, Patients Participation Information Area, Health Talks and the Shropshire Patients Group. She explained each item in detail and a discussion ensued with members present.
5. **Practice Managers Report**
Tim Bellett produced a typed report which was circulated to members and discussed at length regarding Home Visiting Practitioners, DNA's, Water Dispenser, Online Access and Practice Nurse. He explained each item in detail and a discussion ensued with members.
6. **Treasurers Report**
Maelor Owen said we currently have just over £3,400 in the current account. He explained that at a previous meeting approval had been given for a donation towards the POD and Katie Pritchard indicated that she would chase the company who were going to deliver and install our POD.
7. **Any Other Business**
Katie Pritchard – informed members that Dr O'Sullivan would be starting three days a week at the end of April, replacing Dr Clewes who was retiring. A new Registrar, Dr Thomas a newly trained Doctor has been with us for four months and is due to leave at the end of March. Bill Steventon expressed appreciation from a Patient for how he had been dealt with by Dr Thomas.
Heather Leach – informed members that the television screen showed the wrong date for our last meeting. Katie said she would investigate and resolve.
Bernard Page – informed members that the doors were noisy and needed adjusting, the signs pointing out what the rooms related to were too small or not visible and that the colour scheme needs addressing to assist patients who were colour blind. A discussion ensued over zoning the areas to improve patient ability to see where they should be going. Katie and Tim said they would investigate.

The meeting closed at 6.40pm

Tina Sandford – Chair

Next Meeting

AGM Tuesday 1st May 2019

CHAIRMAN'S REPORT TO SEVERN FIELDS PATIENTS' PARTICIPATION GROUP

12th March 2019

There have been many changes within both the Medical Centre and Severn Fields Practice since moving to Sundorne Road in 2012. In order to move forward with the Patients' Participation Group and to continue all the good work previously carried out I wished to know what the PPG could do in the future to help and what was expected of us by the Partners, GP's and Managers. Therefore, I asked to meet the new Practice Manger Tim Bellett and the Patient Manager Katie Pritchard. The PPG Secretary/Treasurer Maelor Owen also attended the meetings. Roland Brown kindly joined us at the second meeting representing the PPG as the longest standing member with experience of the Shropshire Patient Group and Locality meetings too.

Over the years the PPG has evolved from a fundraising group into a Non-Medical Social support group with Patients best interests at heart. Mr Bellett informed us that the Practice was more than happy for us to continue along this path and that the hosting of Health Talks and Coffee mornings was very much favoured by the Practice on the whole. He has promised that the PPG will be supported by all and that there were now a number of Care Co-ordinators and Social Prescribers who were interested in getting involved with the Health Talks.

With the help of the PPG members we are now also looking into other activities such as creating a walking group in the area (Severn Pitches perhaps).

In order to improve communication and providing more information for the Patients Katie Pritchard, The Patient Manager will regularly send information that can be placed on the new PPG Face Book page. Mr Bellett will also be creating links directly from the website that will go straight onto the Face Book page.

POD In House Service

Last year the PPG agreed to donate funds so that a POD used for measuring blood pressure amongst other things could be purchased and placed within the waiting room. As yet this has not been carried out.

Patients Participation Information Area

Both Tim and Katie agreed that they would look into this again as we feel that it would be a benefit to have an area within the waiting room. This could be manned by members of the PPG for a few hours a week on specified days. The idea behind this is to create a file with local social information that could be of help to signpost patients to activities and general social welfare in the Sundorne area. We have also requested a white board for our sole use in the waiting area to provide additional information.

Health Talks

These will be starting up again after a long Christmas/winter break. I am presently contacting various people and groups who may be able to assist us with these.

Shropshire Patients' Group

A big thank you to Roland Brown who attends these important monthly meetings on our behalf.

Thanking you all once again.

Tina Sandford
Chairman
Severn Fields Patient Participation Group
12th March 2019

Severn Fields Patient Group Meeting Tuesday 12th March 2019

Practice Manager's Update

Home Visiting Practitioners

We have appointed 2 Home Visiting Practitioners (HVPs) who, subject to reference checks and occupational health assessments, will commence employment mid-April. The plan is for them to take over the majority of the on the day duty telephone calls, enabling the duty Dr and duty ANP to see more face to face appointments and have more time to deal with the additional queries that come in on a daily basis. They will also be taking on the majority of the home visits, meaning that the Drs and ANPs will have more time to deal with the patients that it is appropriate for them to see. As we have already had 447 home visits and 3247 booked telephone triage appointments this year, the HVPs should significantly reduce the current workload of our other clinicians, so that we are able to match patients with an appropriate clinician for their complaint better.

DNAs

In February we had 152 appointments where a patient did not attend, 66 of these were GP appointments, meaning patients missed out on 11 hours of GP time.

Water Dispenser

We now have a water dispenser in the waiting room. We ask that if a patient would like a cup to speak to the receptionist on the desk rather than leaving them out but welcome anyone filling their own water bottle from the dispenser.

Online Access

We are required to make available 25% of all appointments on a daily basis from July 2019. This may change the way our appointment book is designed, with an opportunity for patients to book nurse appointments in the near future as well as the GP appointments that are currently available. Once we have finalised the way that we are going to achieve this, we will communicate this to patients in as many ways as possible but would urge patients to register for online access sooner rather than later as there may be a delay in processing registrations due to what we hope will be high numbers of requests.

Practice Nurse

We have recently appointed Karen Mann as an additional member to our nursing team after a very successful locum period. Karen will initially be working Mondays, Tuesdays and Wednesdays and specialises in General Practice nursing duties, women's' health and contraception, Diabetes /CHD, wound care, smears, travel clinic, baby immunisations, ear irrigation and much more. Karen has worked in many surgeries in Telford and comes with a wealth of experience.

Tim Bellett
Severn Fields Practice & Business Manager