

# **SIDNEY HOUSE AND THE LAURELS SURGERY**

## **PATIENT PARTICIPATION GROUP MEETING**

### **MINUTES OF A MEETING HELD AT THE LAURELS SURGERY, 16<sup>TH</sup> JULY 2019**

**Members present:-** John Galley (Chairman, JG), Ann Martin (AM), Alan Harrison (AH), Peter Elkington (PE)

**Surgery representatives:-** Dr. Wasim Siddiqui (WS), Beverley Jones (Practice Manager, BJ), Katrine Brewer (Practice Services Administrator, KB)

#### **1. Apologies for absence**

Apologies were received from Bob Farrell, Barbara Carr, Alexandra (Ally) Jones and a late apology from Vanessa Benson.

#### **2. Minutes of last meeting / Matters arising**

The minutes of the last meeting were signed as a true record, and there were no matters arising (apart from a reference to a small typographical error in the minutes which was not thought to warrant any action).

#### **3. Practice update**

(a) BJ advised the meeting of several staff changes.

(i) A part-time salaried GP joined the practice on 15<sup>th</sup> July 2019, to work Mondays, Wednesdays and Thursdays, providing a service across both sites.

(ii) A Paramedic/ Emergency Care Practitioner (who had previously been collaboratively working via our linked Witham practice) will commence full time work with the Surgery w.e.f. 26<sup>th</sup> July 2019. This role will undertake Minor Illness clinics and make home visits where appropriate.

(iii) In August a trainee GP, Dr Ali, would be joining the practice for 12 months.

(iv) The Practice Audit Clerk would be retiring from the practice on 31<sup>st</sup> July, and would not be replaced. A lot of Audit data has been collected electronically during the last 12/18 months and therefore we have seen a reduction in the manual workload, however the remainder of this valuable work will be absorbed by other employees.

(v) Two current registrars would also be leaving the practice, one due to the end of their training and the other relocating to another part of the UK to complete their training.

(b) BJ advised that at a forthcoming meeting with NHS England the possibility of re-opening the practice list would be explored. The Practice application to re-open the list includes a request to change the Practice boundary. It is proposed that the current boundary ends at the area of the Boreham Interchange (A12). The Practice proposals have been discussed with both Chelmer Village and North Springfield Surgeries. The NHSE/CCG Joint Committee Meeting is scheduled to be held on 6<sup>th</sup> August 2019.

#### **4. Primary Care Networks (PCN) update**

The meeting was advised that in accordance with a NHS requirement, an extended hours service would begin from August at The Laurels, Boreham on Saturday mornings from 9 am to mid-day. A GP, a Nurse or Healthcare assistant will provide pre-bookable appointments.

It was emphasised that this is not a walk-in service; it has to be booked in advance. The Practice staff have been consulted on this matter and most were said to be in agreement with it (but it is a NHS mandatory requirement). One possible problem was that the cleaning routine in the Practice premises would need to be considered because of Saturday morning opening.

The public would be advised shortly of this new arrangement.

#### **5. Telephone calls**

The meeting was advised that no complaints had been received from patients relating to telephone calls, and that more appointments were being made on line. (Information on this can be found on the website and in the forthcoming Newsletter).

#### **6. DNAs**

Statistics were produced showing that DNAs have been at a lower rate in 2019 when comparing stats for the same period in 2018 and 2017. 12 patients had been removed from the Practice list because of recurrent DNAs, and 2 patients were not now making block appointments. The monitoring of DNAs was said to have had beneficial effect, along with tough actions taken. However, it was also stated that the Practice looks at individual patients' circumstances and may consider the need of reminding patients (by text) early in the morning of a booked appointment later that day.

A forthcoming Newsletter would include an article on DNAs.

#### **7. Newsletter**

AM advised that two subjects to be covered in a forthcoming Newsletter would be (a) the new trial of on-line appointments and (b) mental health awareness.

AM asked that submissions for inclusion in the Newsletter should be in Word, not PDF.

AM said that she would send out a draft of the summer Newsletter to committee members for their comments.

On a related topic KB asked that, when Boreham Parish Council asks the Practice for material to be included in the Parish Magazine, the request should be directed to her.

#### **8. Committee membership**

It was noted that both Barbara Carr and Bob Farrell had not been able to attend meetings for some time (due to extenuating circumstances), but we appreciate their continuing contribution to the Committee.

#### **9. Date of next meeting**

Just prior to this meeting, a public participation session had been attempted, but no members of the public had turned up. However, it was resolved that a public session would be tried again before the start of the next meeting, which would take place late September or early October, depending on the availability of participants. The public session would start at 1.30 pm and last for 20 minutes (in Reception area at The Laurels), the Committee meeting beginning at 2.00 pm. It would need to be advertised on Facebook, at the Post Office, in the Butcher's window and, if possible, in the Parish Magazine.

10. **AOB**

AM asked that when these minutes go through various hands in order to be corrected, amended and improved, any point referring to action taken since this meeting should be identified as a "Post-meeting note".

PE

8/8/19