

CLAREMONT BANK SURGERY PATIENT GROUP MEETING

11.5.16.

Present: Tony Smith, Marilyn Priddey, Pam Coli, Liz Hector, Wendy Jenkinson (all patient representatives). Dr Matthew Fallon and Jane Read.

Apologies Received; Sheila Dench.

Minutes of the last meeting were read through.

Matters arising from the minutes:

EPS still has 'glitches' whereby some prescriptions are unable to be sent by Electronic Prescription Service. This is a national problem which EMIS (our software provider) are working on. JR will contact our Community Pharmacist to see if any progress is being made with this.

Shropdoc takeover by 111? Shropdoc won the tender and can continue to provide the high level service for another two years (until March 2018).

Agenda Items:

Becky's Update: (Becky is our Community and Care Co-ordinator based at the Practice)

Carers' Groups - Update

We met in February and also in April, and out of the group of 11 carers that I have regular contact with, 6 have been able to attend at least one of the sessions.

I organised for British Red Cross to attend in Feb, and the carers received training in basic First Aid techniques. This session went

down very well, as it had a 'common sense' feel about it, took away the fear and anxiety often associated with the subject, and made the group feel confident about handling some every day first aid situations. We had a couple of newcomers to the group, who told me subsequently they found it very helpful to be with others who are faced with similar challenges, and had gained some useful tips as well as feeling less isolated.

In April, Julie Apted from Carerstrust4all attended to inform the group about the Emergency Response Service available to them as carers. This means if the family is registered, that should something happen to the carer, such as an accident or hospital admission, then agency carers will take over - the idea being to give carers some peace of mind knowing they have some kind of back up in place. I have been able to refer all the patients who attended to Julie to register, as I work closely with her, and had permission to pass on patients' details so that she could arrange to home visit everyone. I asked the group what subject matter they might want for the next session. Consensus was to have a speaker about dementia/Alzheimer's Disease - Emma Wilde will be coming to talk about how to deal with difficult behaviours, amongst other things.

Bereavement Group - Update

We held another group towards the end of February and are planning another towards the end of May. Seven patients attended, including 2 newcomers. I was pleased that the group who had already met before, made those who were new feel very welcome. Setting expectations at the outset helps to give everyone who wants to, a chance to tell their story and be listened to.

I have been able to enlist the help of an ex Cruse volunteer who was put in touch with me by another C&CC. I think it will help to manage the sessions to have someone else who is experienced, and the person in question seems an empathetic person who will be an asset to the group. We need to limit the number to 8 at most to keep it

manageable, and as it seems the demand may well grow, it is possible further down the line that we might need to hold sessions more frequently to accommodate another group of bereaved patients.

CCG Update

We now have one Accountable Officer for the whole of Shropshire and Telford. Mr David Evans.

As well as both CCGs working closer together, David has indicated he was keen to strengthen relations with other stakeholders across the local healthcare economy.

GP Access Fund (previously known as PMCF)

We are continuing to assist with this initiative by utilising a GP Locum to provide this service on our behalf. The GP comes to the practice on a Monday night 6-8pm and sees up to 8 patients who are from other Shrewsbury Practices and are unable to obtain an routine appointment time to suit them. For further information visit www.stwproviderservices.co.uk.

New FY2

Dr Simon Mendes is currently on a 4 month rota at Claremont Bank Surgery for his FY2 Rotation. Dr Fallon explained how the rotation works within the Practices and Hospitals.

Recruitment Issues in General Practice

We discussed the significance of recruitment problems - Junior doctors choosing to work abroad, leaving GP training posts unfilled. Recent media has disclosed utilising other health care professionals such as Paramedics and Advanced Nurse Practitioners. The pressures on the Junior Doctors to sign a new contract has not helped the recruitment.

Questions of Future Federation of GPs

After the above discussion it has been brought to our attention that neighbouring counties GP Practices have joined together in a "partnership". They still keep their own identity and Practice but join together with others to utilise back office functions, i.e. payroll, human resources, policies and procedures and also gain a pool of bank staff including GPs who would like to work more shifts.

AOB -

Liz mentioned that the Walking Group is still going strong and meet twice a month. Details are on our website - www.claremontbanksurgery.co.uk.

Prescriptions are now ready to collect from 2pm instead of 12 noon. With the increased workload for the GPs many were not signed by 12 noon so we have pushed this back to 2pm.

Date of Next Meeting:

07.09.16