

Milton Surgery Patient Participation Group

Date: 25 September 2018

Time: 7 pm

Venue: Milton Surgery

a. Meeting opened

Present:

Barry Line (BN) committee member

Pam Vincett (PV) practice manager

Bryan Betson (BB) chairperson

Bob Pain (BP) committee member

Sue Nunn (SN) committee member

Sally Bradley (SB) committee member

Angie Carpenter (AC) secretary

Eileen Henderson (EH) committee member

Jane Coston (JC) committee member

b. Acceptance of previous minutes

c. Dementia Friends update

The Dementia Friends 'Become a dementia friend' session will take place at the surgery, 7 pm on Tuesday October 2nd. Publicity regarding this event has been organized and it is hoped it will be well attended.

d. Any other business

Dr. Hunt introduced our **new GP, Dr. Rebecca Farndale** who advised the group how pleased she is to be here, and looks forward to being an integral member of the Milton Surgery team.

PV advises that **consulting hours** for patients registered at the surgery have been **extended**. The 26 practices in the federating group (cgpn) are participating in this change and patients will not be seen at Milton Surgery, but rather in named other surgeries/medical centres. Bookings for appointments for Milton patients can be made through reception at Milton Surgery and our nearest extended clinic is at Nuffield Road Medical Centre in Chesterton. Routine appointments only will be made available on Saturdays, Sundays 8 am to 9 pm and Wednesday evenings until 9 pm. Nurse, phlebotomy and GP appointments will be available. It is not a drop-in service. Appointments must be made as noted above. In order for the service to work well, patients will be asked to give consent for their medical information to be made available to this service; the patient will only be seen if the consent is given.

For out of hours medical advice and help – please ring 111 who will direct patients to the right service

Ely Minor Illness Unit operates as normal.

PV also advises us that the number of **patients registered** at the surgery is at capacity at 5,100 persons. There are no current complaints in the system and NHS Choices has received 2 letters of thanks to the surgery from patients.

PV advised the PPG of current **staffing levels**. One nurse is leaving the practice and they are in the process of recruiting. Admin and Reception staffing levels are good. There has been a good response from patients to Locum GP's over the past difficult summer, and the surgery now has a full complement of GP's.

Sadly **PV** also advised us that she will be **retiring at the end of the year**. There is no deputy manager at the surgery currently, as it was felt that it would be better that the new manager should recruit someone themselves.

PV has received the results of a **National GP Survey of the NHS** and we will review this in the next PPG meeting after the GP's have reviewed it themselves. We will also discuss a further review of the appointments system. Congratulations to Swavesey surgery, who have topped the poll in the GP Patient Survey and been ranked as the highest scoring GP practice in Cambridgeshire and Peterborough

Make appointments now for FLU JABS!! There will be no set clinics this time, just call Reception to make an appointment. There has been some publicity over the different vaccines available this year, if you are confused at all, rest assured that your health care professional is aware of the best one for you.

The next Cambridge and Peterborough PPG meeting will be discussing the NHS in the Cambridge area as a whole. Anyone can attend. Check out the website.

SN reports that **the Community Café (CC)** continues to run well and be very popular. Numbers are steady at around 25 and new members are encouraged to pop along. An added attraction of the café is singing before the group finishes. Very enjoyable! Transport to the group is available but new drivers are always welcome.

Impington Village College Community Initiative is underway, but at this time Milton Village is not involved.

BB reports that the council are **withdrawing funding for Landbeach singing group**, sadly. He will advise members of the singing initiative at the CC.

e. Next Meeting:

Tuesday November 20th 7 pm at Milton Surgery

f. Meeting closed.