

Minutes of the meeting held on Thursday 21 March 2019 at 6.30pm at the Waterfront and Solent Surgery

Present: Colin Bell (Chair), Alan Johnston (Vice Chair), Gill Johnston (Treasurer), June Matthews, Polly Read. Pam Sexton, Sandra Wilkinson and Jill Tomlin (Secretary)

Apologies from Pauline McMahon

In Attendance: Dr Andy Hoyle

The Chair welcomed everyone to the meeting.

Minutes of Previous Meeting.

The Minutes of the last meeting on 21 February 2019 were amended as Dr Sherwin's points, agreed and signed by the Chair.

Matters Arising

Proposed Survey of Patients by PPG Committee Members

Dr Sherwin had undertaken to discuss possible questions for the survey with Sarah Trompetas as it was considered important that questions did not cause possible embarrassment to the practice. Dr Hoyle agreed to speak to Sarah and Dr Sherwin on his return to progress the matter. Since the recent Stakeholders meeting on 6 March, it was apparent that there is an increased importance of patients' understanding and awareness of both the CCG and PPG.

Treasurer's Report

Gill Johnston reported the only change since the February accounts was added interest of £0.07, giving a current total of £1,927.03.

Report on Primary Care Networks (PCNs) Totton and Waterside

Colin Bell and June Matthews had attended the CCG meeting on 6 March at Applemore and June reported to the Committee.

We were invited by NHS West Hampshire CCG to attend a stakeholders meeting run by Totton and Waterside PC Networks to talk through long term plans.

Dr Jessie Pickford spoke for over an hour outlining the aims. Plans are at an embryonic stage and it is hoped that PPGs will work together and give thoughts on health promotion, prevention etc. Also, through feed-back, identify ways that stakeholders can work better together to provide more effective support to patients. The current systems of care are unsustainable partly due to ageing populations, complex conditions and increased public expectations.

June summarized the main points of the discussions and groupwork.

The suggestion is that PCNs work together alongside acute and community services and the voluntary sector to provide joined up care by way of social prescribing. This would be achieved by referral from GPs or other clinicians to identify core/underlying health issues and signposting them to appropriate services by way of a link person. The link person would have a detailed list of all the local agencies and what they provide. Initially there will be one link person serving the Totton and Waterside Network but it is hoped that more would be recruited. It is envisaged this system would provide earlier detection of health issues, patients would be made aware of what services were

available to them and to use what was on offer. As such, there would be more effective support, enabling patients to have better management for long term conditions like Diabetes and heart problems and flagging up preventable illnesses. At the same time being encouraged to take control over their own health by being given sufficient support mechanisms.

Realistically, there were various issues which would need to be worked on. Challenges facing specific areas, pockets of deprivation, more housing development, patients preferring traditional methods, breaking down the barriers of being reluctant to take on something different. Also, how to fund services and making them sustainable. This is something we are going to learn a lot more about over the next few months and also from the speaker Amanda Glenn at our Open Meeting on 30 May.

Committee members discussed June's report, particularly the logistics of Social Prescribing. Dr Hoyle mentioned that about 40% of their GP patients do not require a prescription and highlighted the importance of the GP/society relationship. Some people were not taking responsibility for their own health at present, resulting in the stresses on GP practices. He felt it was positive that better ways of utilising GP skills should be explored. However, it was important that practices should have input in management appointments to the PCNs. Sufficient funding was an ever-present concern. Colin and June were unimpressed with the actual arrangements for the meeting but it had been useful to attend. A useful document had been distributed and a copy is attached to these Minutes for information.

Practice News and Developments

Dr Hoyle reported a difficult period at the surgery following the recent admin staff changes. 3 new staff, Laura, Jo and Andrea had now been appointed and were undergoing training for their new roles. Hopefully, the recent pressures would now be easing. The new telephone system had also caused problems and these were being addressed. Dr Blyth, the new GP Registrar, was proving to be a great asset to the practice. Several locums had been called in to ease pressures of doctors' absences on leave.

Locality News

There was none as Dr Hoyle had been unable to attend the recent meeting due to pressures at the practice.

Open Meeting on Thursday 30 May

The Chair had met the proposed speaker, Commissioning Manager for Primary Care SW Amanda Glenn, at the recent CCG Applemore meeting to obtain confirmation of her attendance. It had been difficult to arrange the meeting but she had now agreed. However, the title and details of her presentation had yet to be finalised. If further problems materialised, Dr Hoyle suggested a back-up plan and proposed that Dr Sherwin should speak on the PCNs, a subject with which he was now very familiar. This was agreed. The Chair suggested that an advert as well as an article, should be included in the next edition of The Herald, inviting Waterfront and Solent patients to attend. The £29 cost of the advert was agreed.

Ideas for Open Meetings in 2020

June Matthews suggested that information on how practices were financed would be an interesting topic to her, and hopefully other patients. She also proposed a speaker on Organ and Human Tissue

Transplant, a subject on which a member of her family was very knowledgeable. It was agreed that this would be a good idea too.

Matters Raised by Committee Members

A display of photographs of current practice staff in the waiting area was proposed but Dr Hoyle did not favour this suggestion. It was also mentioned that a hand gel should be placed next to the touch screen in the waiting area in the hope that patients would make use of it to prevent the spread of infections. This was noted by Dr Hoyle.

Next Meeting

The next Committee meeting would be on Thursday 16 May 2019, the usual April meeting deemed to be unnecessary as the Spring Open meeting had had to be deferred to the end of May.

The meeting closed at 7.35pm.

Jill Tomlin

Secretary

Distribution: All Committee members, Dr Hoyle, Dr Sherwin, Sarah Trompetas, Practice website and waiting room file