

## P3 Meeting 25 February 2016 1-2pm

Present: - Dr Rebecca Geary, Maria Hosegood (PM), Tina Wood (deputy PM), Ann Wilson, John & Gay Middleton, Paul Ellis & Elizabeth Mount

Apologies: - Sarah-Jane Kent

<b>Notes from Last Meeting</b>	Read & Agreed
<b>Introduction to members of Maria</b>	Maria introduced herself to the members and was welcomed. She explained her new position and how it came about – sharing Practice management and with a wish and a need to work collaboratively and she also explained how it would work with the 2 practices and the division of her time in each practice. She emphasised her commitment to South Molton as a whole. Paul Ellis asked Maria to tell us about ESS, the doctors & nursing team etc. & the practice population.
<b>How it works at East Street Surgery</b>	ESS has a 'Patient Participation Group which meets quarterly. A suggestion was made that the 2 groups might hold a joint meeting at some time in the future.
<b>Changes within SM Health Centre</b>	Rebecca explained that the 2 practices are discussing working towards an eventual merger and that this can be a complicated and comparatively lengthy issue as the businesses and the buildings are completely separate at the moment. There are no further plans at this time for the practices to move to a new site. She emphasised that collaborative working has already begun – Dr Peter Miller, a partner of ESS, is already seeing patients here on a regular basis. Dr Aaron Miller has been offered a short term contract to work here regularly on a Monday in addition to the locum work he is already doing for us, covering since Dr Wayne Sturley left. Sister Linsey Duncan is leaving the practice to enable her to work solely as a nurse prescriber – something we were not able to offer her here on a full time basis. We have appointed Sister Tracy Steele as her replacement. She is a very experienced Practice Nurse who will now take on the Lead Practice role here.
<b>Minor ailments, On-going problems, Blood test results and patient condition updates.</b>	Dr Geary discussed the pressure of appointments and the issues around patients taking 'urgent same-day' appointments for follow-up of on-going non-urgent problems. She also emphasised that patients be encouraged to ask pharmacists for advice about minor ailments – they are very knowledgeable and able to give advice on a range of medical issues and problems. Dr Geary also encouraged patients to book a telephone consultation where their problems can be discussed before deciding if they need to come to the surgery to be seen. This is

	especially useful for receiving blood test & x-ray results and updating your usual doctor on on-going conditions, experiences following the starting of a new medication etc.
<b>Same-Day Team trial Audit results</b>	The feedback from patients who have used the Same-day Team – where they are asked to come in and will be seen by either a nurse or a GP, was very positive both from those seen by the Nurse practitioner and by the GP. This team will continue to work seeing patients in this way until Easter – when the position will be reviewed.
<b>Music in waiting room</b>	CD's have been purchased & this seems to be popular
<b>Medicines Wastage</b>	Comments were made about the need for larger posters encouraging patients not to hoard or over order items of medication. An article will be put on the website
<b>Local Data-sharing</b>	Information is to be made available about patient consent that is required before ANY data is made available to other doctors, OOH services or hospitals
<b>Online Access</b>	From 31 <sup>st</sup> March patients will be able to register for Online Access to enable them to see their medical records via our secure website. A short demonstration was given on what this will look like for individual patients – using a test patient. Leaflets are available at reception and on the website explaining how this can be done. Patients will be asked to complete a form and provide identification and access will be available within the following 21 days
<b>Feedback</b>	General discussion took place about the additional pressure of work on Doctors, nurses and practice staff. Members were unanimous in their praise of the practice staff here – this was good to hear and will be passed on to everyone
<b>Date of Next Meeting</b>	To be agreed