



## Minutes of Meeting of Windmill Surgery PPG on Wednesday 23<sup>rd</sup> March 2016

**Those in attendance:** - Chair Jane Scarfe, Vice-Chair Chris Longhurst, Secretary Julie Adamson.

**PPG members:** - Robert McGill, Steven Ashling, Viv Hawes, Hugh Slade and Joy Batley.

**Received Apologies from:** - Tony Vale, Sharon Marsden, Yan Hardinge, Thomas Lewis.

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Jane welcomed everyone to the meeting and thanked them for attending

The minutes of the last meeting were agreed.

Jane gave the meeting updates from an earlier meeting with Sharon as she could not attend due to another diary commitment. These are as follows: -

### **Matters Arising – early or late appointments for working patients**

Sharon said that they did look at extended opening hours but there were no plans to do so.

She will talk to team about Saturday morning surgeries. . Some weekend appointments are likely as the government moves towards seven day working. At the moment extended hours are on the radar but nothing planned to offer as yet outside the core hours.

### **Windmill Surgery matters**

- a Doctor coverage – we may lose Dr Shaikat Dhas altogether. He is currently working at Old Palace on Friday and being replaced by a locum. When the Old Palace partner leaves in June he will go full time there.

When he goes our GP sessions will be made up as follows:

Wendy Clark	8
Bernd Strathausen	6
Chathuri Hadinnapola	6
Asha Rattan	2

Sharon assured us that we would not be under-doctored at any time. We would not have a Coastal partner based at Windmill Surgery but there were discussions about a lead GP. Sharon thought that not having a partner here was not an issue with a big team.

PPG members were not satisfied and asked Jane to draft a letter to the Coastal management regarding Shaikat's leaving and raising their concerns about not having a partner based in Wymondham.

Sharon had said: "The way we work as a structure is that sites report to partnership on a monthly basis. We are going to introduce key performance indicators. Appointments offered, DNAs, doctor sessions, sickness, time off, training, complaints, QOFFs.

"We don't move people frequently. But Old Palace needs a partner because it's small. That's why we talked to Shaikat. We knew people wanted to work here at Windmill. And the team here were up to it."

- b Nurses - full cover
- c Reception – we interviewed someone else this morning and offered them the post. We lost two candidates over money. Some jobs out there are giving more choice.
- d Advance and on the day booking – we are now offering 50% advance bookings and 50% on the day which seems to be working fairly well but every surgery struggles with this. Children are normally fitted in and it should be possible to book routine appointments ahead. A certain amount of discretion is occasionally possible if a working patient needed to know the night before whether they could have an emergency appointment in the morning.
- e Software issues – no update there
- f Reception training for triage – no progress as yet. Something we need to crack on and do. Things have settled down over appointment availability.

### **Any other business**

**Hugh- query: Increasing pressure on surgery parking.** Back in Motion have spaces outside their unit and it is difficult to monitor. You can't tell people where to park – and they wouldn't listen if you tried. Staff are supposed to park round the back. We are fortunate that there is parking on the approach road.

**Further expansion** – There have been early discussions about working with Dereham practices and elsewhere. Coastal is likely to expand further but not yet.

**GP training** – Shaikat will eventually have trainees. There has been training at Hemsby and Martham.

**Tony's query – holistic care** - . We would promote outside interests through link worker team. You see a link worker for wellbeing. They do links between doctors and other organisations and signpost them to other activities.

**Online access to coded medical information** – So far only coded information from medical notes such as blood test results are available to patients. Fuller free text will come in time, subject to consent forms and doctors' checks. There are concerns that patients could be alarmed by something flagged as abnormal which is normal for them. Hopefully issues will be resolved and it will go ahead by this time next year. **The PPG suggested that members could learn the system then offer teaching sessions to other patients.**

**Friends and Family** – trialling patient satisfaction tokens at Hemsby. If that works we'll roll it out at all sites.

**Next meeting - Wednesday 25th May 2016**

The meeting closed @ 7.30 pm