



Minutes of Meeting of Windmill Surgery PPG on Wednesday 25th May 2016

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

PPG members: - Robert McGill, Viv Hawes, Joy Batley, ? ?

Received Apologies from: - Sharon Marsden, Yan Hardinge, Steven Ashling

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: -

Doctor coverage - Shaikat will stay here Monday only for foreseeable. Sharon wishes not because he will then be involved in two practices and it will be a less smooth transition. How it will work:

Wendy will be lead GP who will make sure Windmill operates as it should. Partners have a responsibility across all the sites. Regardless that we won't have a partner working at Windmill there are eight partners with responsibility for it. They won't let it slide or drop. We see it as a real growth opportunity for us. We think Wendy will be a very good led GP and will give her everything she needs like training – though thinks she won't. Our expectation that Wendy or someone will be present at monthly meetings to represent Windmill.

That meeting is where we look at coverage, complaints, significant events. There will be a report from Windmill with all this significant information. I think we are well-prepared. At the moment Wendy doesn't want to be a partner.

Some salaried GPs are more committed than others. Wendy is always the one who comes up with ideas and suggestions – not just for Windmill but for practices as a whole. I'm not worried. In fact I'm confident she will do a good job. There is a gap with some GPs but with Wendy there isn't.

The days are gone when partners stay for ever. Some stay 20 years and others move on. GP life has changed. The practice would like more partners but in Sharon's experience we have gone from people wanting to be partner and not wanting a salaried position to doctors not wanting the responsibility. Mainly for financial reasons. Not about commitment. About other stuff which goes with it.

Wendy could possibly attend our next meeting and reassure us.

General practice is such a moveable feast. Finding and recruiting good doctors is tough at the moment. Chathra is great and so is Asha. We'd like to have her for more. We've got a really good team here.

Doctor – full coverage plus. For us as a practice we are looking at going down other qualified staff – advanced general nurse practitioners. We currently employ two nurse practitioners and one nurse specialist. Telephone consultations, chronic disease, prescribers. Not doctors but can prescribe and refer. So when we come across shortage we will look to doctors working alongside them. At Old Palace and Beechcroft we need a doctor day each. Why not a full-time nurse practitioner? Similar model on the coast.

Nurses – recruiting. Three interviews lined up. Clare who was doing one day left. We need more hours so 28 hours a week. Three really good applicants. Harder to get nurses with experience in primary care – otherwise they need a lot of training.

Reception - At long long last we have an apprentice starting on 6th June. Female. Sheila and Laura interviewed. Very impressed. College – part-time jobs, customer focused, had done research. She blew them away. Hopefully fully coverage. Might even get involved in newsletter.

Website – Sharon will look into updating. Also consider full names on websites. We didn't want people able to be traced. Then we felt same about nurses. At CQC at Beechcroft they said nurses should have surnames to check registration if we want to. Receptionists don't want to? Possibly cause problems for them.

Pharmacy – We are losing Laura. She is moving to be Quality Administrator. Sort of promotion. Role is one we've been wanting to put in place for some time. Clinical governance, complaints, audits, education, CQCs, quality of data. All looked at and followed through. Until Emily is qualified Laura will still be here a bit. Mark will also be qualified soon – hopefully towards the autumn. Rota being put in place. Dispensary covered. Once they are qualified they will the two of them run it.

Triaging – some happening. No formal training with reception staff. Once the new person is on board we will be able to pursue that. Bookings seem to have settled down. No major problems.

Online access to medical information now available. To request it – coded info only. No free text yet. Ask receptionist for consent form. Brought back to surgery and looked at and doctors have to authorise it. References to third parties etc. Sticky things will be child protection, safeguarding etc. As yet no queries. Important to say there will be stuff patients won't understand. If you are interested ask the doctor. If it's wrong raise it. Blood result which says abnormal – but could be normal for that patient. So we need the free text to explain that but it will probably be the end of next year. IT infrastructure and NHS England. There will be things people don't understand and need to ask. But we are worried about pressure on receptionists if everyone accesses it.

Extended opening – not yet.

Car parking – Loud sigh. Car park full. Waiting room empty. We have no real control. We have no capacity to patrol the car parks. Patient came and said about the footpath and we said not us so she moaned to the council who sorted it out! Told Sharon about Claire. Hemsby has no parking for patients. We get endless complaints. We put up notices to no avail.

Friends and Family – we are just weighing up to see how that weighs up. We get a reasonable response from the tokens – better than the cards. Keeping a watching brief before rolling it out. People who use tokens don't make comments so it is less useful than the forms.

Windmill – box update poor. About a dozen in a quarter. Tick box for CQC. Complete waste of time.

No further expansion at present. Strike days – we made sure we had some time available if paramedics needed to talk to us but it made no difference.

GP world. We constantly meet and discuss national five year plan and different models of work. Working together more. More hub and spoke type services. Just chat.

Chris then told us about a day in the life of a receptionist at the Windmill which was very interesting.

Date of next meeting 26/07/16 @ 5.30 pm