

## **Minutes: Oundle Practice Patient Group**

Thursday 13 March 2018, 11am, Oundle Surgery

### **Present:**

Denise Slater (DS), Chair

Sue Fitton (SF)

Bruce Bonar (BB)

Celia Florey (CF)

Kirsty Knight (KK)

Helmut Cartwright (HC)

Helen Vowles (HV)

Heather Murdoch (HM)

Liz Titheridge (LT)

### **Student Doctors:**

### **Apologies:**

Dr Kathryn Newell

Dennis Holland

Gill Grant

Richard Potter – the group were sorry to hear that Richard was in hospital

### **Minutes of the last meeting**

These were approved as a correct record.

### **Matters Arising**

The two student doctors were welcomed to the meeting.

The District Care Committee have not yet received any requests from the surgery.

There has been no news on the Corby Urgent Care Centre.

### **Surgery Update**

- BB had just returned from a meeting held by Optum (part of United Healthcare) who are currently developing a system for Lakeside.
- The new rota system/appointments system, introduced in November, appears to be working well and mainly positive results. The pre-booked appts are better than before. The surgery were challenged at times, in the winter months, but they managed to see 90% who wanted an appt on the day, at these busy times.
- As for feedback, they had not heard any niggles on appt availability any more so feel the implementation has gone well.
- A comments, feedback and compliments log was brought to the meeting. Also the "friends and family" results for the year were presented.
- Looking forward - the surgery are looking to introduce more capacity in the clinical team, at the nursing level.
- The two student doctors are on placement at the surgery for two weeks. The GPs have enjoyed having them and would like to develop this in the future.
- Practice Pharmacist will be retiring at the end of June and the surgery are looking at how to replace her.
- The flu vaccination campaign has gone well this year. However The Dept of Health has said that all over 65's should be invited to attend this Autumn, with a specific vaccine. Unfortunately this is only manufactured by one company so obtaining enough vaccine at the right time may prove difficult. They think they may get the vaccine by mid-October, which is later than the vaccine previously ordered by the surgery, and has now had to be cancelled.

### **The PPG's involvement in information sharing**

This is an idea shared with DS by BB and KK, and discussed by the group, about a series of educational, informative events. Topics such as: Cancer Research, Anti- Smoking,

Dementia friendly practice, Self-care, Medicines Waste, Managing Medication and On-line Coaching. The group also added to the list with Diabetes, Weight Loss, Minor Illnesses, Self harm/Drugs, Heart Failure and High Blood Pressure.

Timing and venue of sessions were discussed as well as the promotion of these events.

The surgeries view is that local priorities have been highlighted. These include; Self Care of Medicines and Waste of Medicines, Diabetes, On-line access to the surgery.

A sub committee was formed to discuss further. They arranged to meet on 17th April.

### **Any Other Business**

- BB to liaise with Care Committee.
- Corby Urgent Care Centre - no formal news as yet.
- Medicines Waste: the surgery are trying to cut down on waste by trying to close down the pharmacy requesting unnecessary repeat prescriptions.

### **Date of next meeting**

Thursday 10th May at 11 am

The meeting closed at 12.15