

Agenda for Selden PPG Meeting 14th September 2017

Apologies, Keith Bickers, Jenny Ellis, Barry and Mascha Richards, Rita Lintern and Penny Riordan, Raquel Landauer, Sue Bennett, Barbara Little

Present, Hazel Donaldson, Nancy Bell, Yvonne Griffiths, Rose and Trevor Gray, Garry Mitchell, Roger Morton, Mark Hughes and Keith Bickers joined us for the last part of the meeting.

Review of minutes from last meeting

AGENDA ITEMS

1. Practice merger

** The practice merger has been cancelled for the time being. This was due to a number of issues including IT issues, time constraints and recruitment. Selden Medical Centre is still working very closely with WMG.

2. Future of Selden Medical Centre

** Two new GPs will be joining the practice; Dr Padma Babburi will be starting on the 1st October 2017 and will be working on Mondays, Tuesdays and Wednesdays. Dr Sudha Sanathi will be starting on 12th October and covering Wednesdays and Thursday. We are confident that now we have over 2 FTE GPS we will be able to recruit more easily and are actively looking for another FT GP and Nurse Practitioner.

We have still not been able to recruit a Diabetic Nurse but for the time being we are employing Lynda Knight, who used to work at the practice and patients are also being seen by the Diabetic Nurse who works for the MIAMI clinic.

We have recently employed a phlebotomist Alicia who works 2 mornings a week to free up Jo our HCA to do more complex tasks.

We have also recruited a clinical administrator to help Dr Vitta with clinical administration, for example processing blood test results, looking at hospital letters etc etc

Dr Vitta is keen to become a training practice and if we had sufficient clinical support this would actively encourage newly qualified doctors to the practice to see what real general practice is like.

3. Terms of Reference

** The group all agreed that they felt that the terms of reference for the Highcliffe and Mudeford PPP were more in tune with our needs. Hazel will circulate with these minutes and members will let Hazel know which bits they would like to keep, amend or delete. Hazel will collate and produce for our next meeting.

4. Flu clinics

** Roger asked if the PPG could do anything to help the Flu clinics. Hazel has spoken to Sandra and due to space constraints and confidentiality issues we don't think there is anything that they could do to help, but appreciate the offer.

Flu clinic checking in process. Lists are produced from the appointment sheets and put into alphabetical order. Patients are ticked off when they arrive, several receptionists holding clipboards will approach all patients. Then patients will be directed into consulting rooms and nurses/doctor will ask patient name and details to save them having to look through hundreds of names. Sandra explained this seemed to work really well last year. Please let me have your feed back.

Two clinics have already been added to the appointments book but the plan is to hold a further clinic in October. Patient who are eligible for flu vaccines do not need to wait to be invited please just book, receptionist can always check if you are not sure.

Good suggestion was made regarding the flow of traffic, remind patients to take their belongings, husbands, carers etc with them as they will not be able to return to the waiting room due to the one way system.

5. E-mailing blood tests results

The group discussed the possibility of e-mailing blood test results for selected patients who are monitoring their results and medications have to be adjusted accordingly. Hazel thought this was an excellent idea and will see if she can find out if other practices are doing this and any pitfalls.

6. Communication from hospitals

Patients are supposed to get copies of their hospital correspondence direct from the hospital, not from the practice, but if they wish to have a copy of a letter they can always request this.

7. Medications used as necessary

Good suggestion about maybe medications that are used less frequently could have a longer shelf life to avoid waste. Hazel will mention to the pharmacy.

8. Hazel Donaldson

Hazel gave an explanation relating to the article in the Evening Argus and tried to reassure the group. She appreciates the support that Dr Suresh Vitta, her colleagues and patients have offered.

Date for next meeting Thursday 16th November 2017

