

THE HORNDEAN PATIENT PARTICIPATION GROUP ON
WEDNESDAY 12TH JUNE 2019

Apologies

None

Members Present

Surgery Management Update

Jean had 2 points to raise:

1. In January we discussed the Patient Survey. The feedback has not been very good. The data is put on the National Data Base, locally and nationally to give a broad guide for how the patients feel the Practice is performing. A new Patient Survey, asking questions, was given to over 200 patients but still we did not have a good response. There was quite a lot of negativity, after 5 weeks we had 30 responses over all. We felt okay and reflective of the national survey. The evidence showed we did better than expected, apart from the Mental Health issue. Relating to patient appointment availability, due to change in staffing levels there will be more clinical sessions which will reassure the patients.

The recent CQC call went well. We would be due for a visit as we are close to a 5 year review, but because we are moving they are happy with what's going on and hopefully we won't be visited for at least a year.

2. We have an extra Registrar, who is training hands on as he has finished his exams and just needs experience.

Jean also said that the new phlebotomy system with the Practice is working well, and we potentially have increased to 10 hours of appointments.

New Surgery Update

The building has been bought and now is being fitted out. There have been a few problems but now things are progressing, and the plan is to be finished sometime in September. There is a Medical Consultant to oversee the work and the NHS will instruct a Surveyor to pass each phase.

Parking is an issue but the Council have reassured us that the car park will be patrolled and the parking is limited to 2 hours. There disabled parking at the back of the building as one of the staff parking will be used for the disabled.

Type 2 Diabetic Group

After considering the sustainability of weight control programmes, for diabetes, D has recommend changing the mission to providing health education programmes focused on avoiding obesity relating to all conditions including Type 2 diabetes. The reasons for the change are:

1. Avoidance of exclusive nature of a group for Type 2 Diabetes patients only
2. A Type 2 voluntary group can still be included with the wider target group.
3. Wider application to the patient population and the predominant age range of Horndean patients.
4. Aimed at avoidance of disease rather than only treatment

5. There will be a significant Social media element including email. This will enable a larger group to receive regularly communications.
6. The programme will still include P for professional dietician support.
7. More PPG members can be part of running the programmes.
8. Can be aligned to type of activities that the Primary Care Network, that Horndean Practices is now part of, will provide.
9. Still intending to be planned to be launched with the new premises.
10. Some meetings, with P, could attract a charge. This could be a problem if the service is a weight loss programme that is available on the NHS without charge. Subsequent to the PPG meeting, D has discussed this with Jean Smees, Practice Manager, and P. P will investigate whether the service differentiated from NHS services, perhaps by providing body analysis, or life style education for which there is no professionally led NHS service. Jean will discuss the proposed service with the CCG to check if there any obstacles to proceeding.

Defibrillators

D... also raised the situation with the automatic defibrillators that are appearing in the area. This prompted a discussion on steps that the PPG could take to help with training on the use of defibrillators, and CPD, and perhaps, coordination of people, in local businesses, to respond to emergencies using the AED machines that are available. This discussion will be pursued at the next meeting.

NEXT MEETING TUESDAY 1st OCTOBER AT 6.30PM.