**QUANTOCK MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

# MINUTES OF MEETING HELD AT NETHER STOWEY LIBRARY

# Wednesday 7th June 2017

## PRESENT

Diane Faris (Chair), Helen Stacey (Practice Manager), Kate Lyness, Bruce Roper, Janet Russ, Terry Binding, Louise Darwent, Maggie Harlow, Kate Hope, Mary Reece, Pam Henry, Alison Hoare (Village Agent), Ian Faris (Minutes)

**APOLOGIES** None noted.

## MINUTES OF PREVIOUS MEETING (March 2017) Taken as read and accepted.

## MATTERS ARISING

## Extended Hours

Somerset practices have been given a time extension in which to introduce extended opening hours (0800 - 2000). The national government required Somerset to have these arrangements in place by April this year with a view to reducing visits to hospital A&E departments but there are still outstanding issues which need to be settled.

Practices in the Bridgwater area are creating a rota to provide the required coverage. Once agreed, the rota will be published. Nether Stowey already provides a Saturday service (which Bridgwater practices do not require) but we have agreed with Somerset NHS to not open Sundays. These arrangements are intended for routine consultations, not emergencies, which will create problems in arranging the sharing of patient notes etc., so a number of issues in addition to staffing need to be sorted out.

## Neighbourhood Plan

The extent and nature of future funding are unlikely to be known until the month before the present arrangements finish. Helen reported that the Bridgwater area appears to have secured some form of further funding and Alison reported that various arrangements are being tried experimentally around Somerset so

## Health Walks

Diane told the group about Elizabeth Woolcock and the sort of walks she organises and leads. Helen to Liaise with Elizabeth to look at setting up walking group for patients who currently do little exercise

## All-terrain Mobility Vehicles

Alison reported on the procedures for hiring Trampers. South-West Mobility can provide more information.

## UPDATE FROM QUANTOCK MEDICAL CENTRE

The “new” Helen started this week in the dispensary.

In theory we have the right number of doctors available for the population but, looking to the future, Helen is arranging to make more use of the Nurse Practitioner Helen Every is booked more appropriately and is able to see minor illness patients who do not necessarily need to see a GP. The receptionists will be given training to direct appropriate cases to her to help spread the workload and maximise the use of resources. This effectively provides us with an extra locum when necessary.

Geraldine Wright, the new Church Warden, has spoken to Helen about how she could work more closely with the practice to provide better help for e.g. lonely parishioners.

Alison and Janet combined to provide details of the “Slinky” bus service which provides a pre-ordered shuttle service to/from Bridgwater on Mondays during college term times.

Helen reported on areas of change within the NHS locally:-

1. Provision of Warfarin is being moved away from local practices in some areas as it is not a cost effective service (Burnham Medical Centre)
2. Treatments of limited intervention; there are a number of clinical areas which will no longer be funded by the NHS in Somerset or clinical treatments where the patient will need to demonstrate that they are an exceptional case to receive funding for their appointment and potential operation, one such area is Hernia sufferers, they are now required to satisfy a panel to agree funding for their appointment of the need for repair before surgery can commence.

## FEEDBACK FROM PATIENTS/FFT COMMENTS

Helen circulated the latest survey feedback details.

A water cooler has been requested for the waiting room but no such provision is planned currently. Helen and Kate Lyness will, however, monitor the situation through the summer.

Helen advised the group of the importance to the practice of the dispensary in terms of funding for the rest of the practice to make it financially viable, hence the need for patients to request medication monthly as less frequently would mean less funding (i.e. 2 monthly )

Helen will re-investigate the costs of providing a card machine.

## MICRO-CARE PROVIDERS

These are individuals, rather than organisations, in the locality who can provide care services. Alison will provide Helen with a directory of the local providers. They are all self-funded i.e. paid for by the patient/customer.

## UPDATE FROM BRIDGWATER BAY FEDERATION PPG

See above under Extended Hours.

## UPDATE CHAIRS PPG

Helen circulated copies of the Somerset Plan. The main problem is that it’s a plan for a plan rather than a plan for action.

## ANY OTHER BUSINESS

Alison asked if we have a problem with missed appointments. There’s no mention on the waiting room screen yet, nor in the Newsletter or Quantock Messenger, but all are in hand.

Helen circulated copies of the “Planning Ahead” booklets. All agreed that it’s a good idea to get people at least thinking about planning for death if only for the benefit of friends/relatives who will have to sort out the subsequent issues. It was agreed that, as a group, we should organise an event (e.g.Death Café) to discuss the issues and September was agreed to be the best time. Terry volunteered to help Helen organise it, perhaps in the Church Centre.

## NEXT MEETING

Wednesday 6th September 2017 at Nether Stowey library. As Ian and Diane will be on holiday, Terry will chair that meeting and Kate Lyness will do the minutes.