**QUANTOCK MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

# MINUTES OF MEETING HELD AT NETHER STOWEY LIBRARY

# Wednesday 8th June 2016

## PRESENT

Diane Faris (chair), Helen Stacey (Practice Manager), Bruce Roper, Janet Russ, Terry Binding, Louise Darwent, Maggie Harlow, Bertie Shire, Ian Faris (Minutes)

**APOLOGIES**

Apologies were received from Pam Henry and Kate Hope.

## MINUTES OF PREVIOUS MEETING (March 2016)

Read and accepted.

## MATTERS ARISING

Work has started on the herb garden but there’s more to do. A leaflet is being prepared describing the contents and their applications.

The resus training went well and it was agreed that it should become an annual event.

Dr. Matthews will stay on until the end of September and it was agreed to set the date for a party at Wednesday 28th September 1200 – 1600. Helen will start work on the publicity for it. An advertisement for a salaried doctor to join the practice has been placed already with the appropriate media.

## FEEDBACK FROM QUANTOCK MEDICAL CENTRE

Saturday doctor cover is a continuing problem. All three doctors have been unavailable recently for various reasons. Usually there are only four patients who seek appointments on a Saturday but, despite it not being financially viable, Dr. Stone does want the service to continue and the problem should ease when he has resolved his current domestic issues.

Sian comes in on Thursdays to provide exercise classes at a cost to the practice of £100 per month. Janet noted that keep-fit classes are held weekly in Nether Stowey Village Hall but these are not tailored to the three people who attend our classes. Helen has been advertising the service but is not really financially viable. Agreed to keep it under revue.

## FRIENDS & FAMILY TEST (FFT) FEEDBACK

Comments regarding music have confirmed the group’s own feelings on the matter.

Reception can now give out prescriptions prepared by the dispensary so dispensing is now always available when the centre is open.

It was agreed that an additional clock is not required.

It is too costly to employ any doctors over-and-above the post already advertised.

The issue of more privacy at Reception is difficult to resolve. Janet suggested putting a note on the form for any patients with specific issues to contact Helen directly so she can get a better idea of what the real issues are.

It was agreed that we need to advertise the availability of telephone consultations.

## FEEDBACK FROM CLINICAL OPERATIONS GROUP (COG)

Helen ran through some of the issues raised at the latest practice managers’ meeting and will share with the group the minutes of future meetings.

Terry expressed the feeling that there seems to be an uneven distribution of funding between the east and west of the county. She also highlighted the apparent lack of service integration with some services being duplicated by the NHS and Social Services. Helen and Terry agreed that funding does not seem to be spent wisely at present.

Our centre is now being criticised for its high rate of referrals and a visit is expected to discuss this.

Bertie highlighted the plight of children with mentally ill parents and Helen was able to confirm that additional funding is being made available for them to have support workers linked to schools.

## PPG CHAIRS

Terry reported back from the latest meeting.

## FEEDBACK FROM THE PATIENT GROUP

There was a feeling that the trust between patients and doctors was not as good as it could/should be and that specialist needs should be re-directed to specialist services to free doctors’ time to deal with more general clinical matters. Greater use of reception to pass on test results etc. would also help. There is a need to advise patients in a better way how to access services.

It was agreed that local surgeries should be retained and promoted as a priority. Helen and Terry agreed that there was a lack of integration and joined-up thinking.

Somerset Partnership has taken over the running of Wiveliscombe Medical Centre. Two other practices have also been taken over by larger organisations. Helen outlined some of the different methods of providing surgery services where traditional practices are no longer viable.

## ANY OTHER BUSINESS

Bruce advised the meeting of the planned housing development in the village. Helen confirmed that the patient list had increased by 400 in the past year or so and also that future increases could attract additional funding to the practice.

## NEXT MEETING

Wednesday 7 September 2016, at Nether Stowey Library, followed by 6 December.