

HOPE FAMILY MEDICAL CENTRE

PPG Meeting held Tuesday 17th September 2019

Present: HJ, DH, and KS

Apologies: WP, NV, BR, JG, GH, PC, EO'R and EO.

Minutes of the last meeting

HJ welcomed DH and KS to the meeting. Due to the small amount of attendees the meeting was held in the interview room just off reception. The minutes of the last meeting were reviewed.

Matters Arising

System Migration

It has been confirmed that our system migration will now take place on the 25th February 2020. More information will be provided as to how it will affect services nearer the time.

New Advanced Nurse Practitioner (ANP) for Care Homes

Sadly, the man recruited to the post has resigned as he has been offered another position. This is a blow to us as we relied on the service heavily given we have 6 care homes in our area. There is now to be a review of the service to see how it will be taken forward.

Bereavement support leaflet

HJ provided copies of the leaflet she has produced which gives an outline and contact details for the following organisations who are available to offer support to the bereaved:

Wrexham Maelor Hospital

Nightingale House Hospice

CRUSE

Facing the Future

Practice Update

Flu Campaign

This is well underway with two thirds of our housebound patients having already been vaccinated, a date set for our care home patients to be vaccinated and nearly a full clinic on the 28th September for vaccinating the over 65s.

There is a delay in us receiving our under 65 flu vaccinations so the Saturday Clinic on the 12th October will include this cohort.

There is also a delay on us receiving our child flu vaccinations and the primary school children may be affected by getting theirs late in the season. This raises concerns for us as they will not be protected and may also cause parents to panic and want to try and get it from us.

Registrations

These have risen by 50 since our last meeting and we are keeping an eye on it. A number of new developments within in our catchment area have been granted planning permission recently so we will be monitoring the increase closely. We are currently undertaking a number of audits to try and determine capacity and demand and this will then hopefully lead us to determine what sort of additional clinician is required to meet the needs of our patients and then we can look to obtaining more clinical time f that sort.

New Access requirements

The Welsh Government has introduced some changes to the GP contract which include a number of new standards we must meet. Many of these are around how patients are able to contact the surgery. The changes still require so clarification but thankfully our new telephone system we implemented last year allows us to meet many of the requirements such as placing patients in a queue and not having to constantly redial. We do have a few small changes to make, one being the introduction of a bi-lingual welcome message.

We are also required to offer more appointments through the online booking system, however, we have queried this as when we move to Vision next year it will require all patients with online access to have to re-register onto the new system. Therefore, it seems pointless pushing the service and increasing the number of appointments available in the short term due to the change in system when we may lose some on-line users who don't re-register.

There are also some requirements to have all communications bilingual, including the text reminder service, but again we are querying this as it will use twice as many of our allocation. We are of course happy to communicate to patients in Welsh and we have several Welsh speaking staff we just hope they can review the allocation and increase it in order for this to support us and not increase our costs.

Any Other Business

Book Box

DH asked if the Surgery could facilitate a book box which promotes the free sharing of books around the village. HJ agreed that the surgery would be happy to support this initiative.

Scooters

The surgery is experiencing some problems with youths using the carpark as a scooter park at night. Some minor damage has already occurred and we are concerned that more may occur. We don't expect anyone to approach them but if you pass and you do happen to recognise any of them, please let HJ know and we will write to their parents. We have already contacted the PCO and will be also contacting the headmaster at Castell Alun.

Date of the next meeting

Wednesday 20th September 2019 at 7.00pm