

## Abbey Field Medical Centre

Patient Group Minutes - Thursday 4 October 2018 @ 6.30pm

### Attendees

Nicky Young (Practice Manager), Elizabeth Bezzant, Merle Johnson, Barbara Breadman, Steven McDonough and Frank Butler

### Apologies

Ray Whiting, Vi Haddow and Edith Dow

The Partners were all attending a meeting regarding Extended Hours - therefore not available to attend this meeting.

### Minutes

The minutes from the previous meeting were agreed.

### Practice Update

Doctors : Dr Darsh is currently still off sick - it will be 6 months on the 6 November 2018 - although the Practice can claim for locums you can only claim if they are available. Dr Muckart will be going on 3 months sabbatical from the 1 December 2018.

Nurse Practitioners: Debbie Olver and Katie Guerra are now fully qualified Nurse Practitioners. They have already been doing some clinics but these will increase in November 2018.

### New Ways of Working

When Dr Muckart goes on sabbatical in December her list will be shared amongst the 5 Partners. The pressure on the Partners will be immense therefore we are looking to new ways of working:-

- the Partners will move to 15 minute appointments with the possibility of more telephone appointments,
- greater utilisation will be made of the 5 Nurse Practitioners we now have - maybe including home visits,
- we are going to trial utilising an Emergency Care Practitioner to see how this works within the Practice,
- review workloads to see if anything else can be reduced/devolved to other members of the team.

### Extended Hours

We are providing extended hours (8 to 8 Monday to Friday and some appointments at the weekends) across the group of Practices which include: Great Bentley, East Hill, Mayflower and St James.

We are providing Extended Hours at the weekends but in theory Abbey Field Medical Centre patients can go to any of the 5 Practices.

Extended Hours will be provided in this way until March 2019 - beyond that we do not yet know.

### **New Telephone System**

The new telephone system was installed at Abbey Field Medical Centre last week - but the 3 sites have as yet to be fully integrated (this should happen next week). Dr Stacey has recorded a message reminding people that they will be triaged to ensure they are given the most suitable appointment and that antibiotics will not be prescribed for coughs and colds!

The new system will record all calls and enable us to monitor calls. We will aim to listen to calls regularly to aid training and development.

### **Flu Days**

The Flu Days are progressing nicely although, despite a text and postal campaign, a high number of patients are still going elsewhere for their flu vaccinations. This really is to the detriment of the Practice.

### **Small Building : Administration Hub**

The draft plans have now been drawn up and the Project Manager is currently in the process of obtaining quotes and planning permission.

### **Thefts**

There have been a number of bike thefts at Creffield Road Surgery (across the green) and at least one at Abbey Field. Any information we do have will be shared with the Police but there is little else we can do to prevent this.

### **Survey of Practices**

The Essex County Standard published an article covering this. This was discussed in detail. The Practice takes all feedback extremely seriously and is not complacent. We recognise that, certainly in some areas, we did not score very highly. However we have to consider this against other measures not covered by the survey e.g. we are one of the better Practices at recording Dementia, we are very good at not prescribing medicines which can be brought over the counter etc.

If anyone has any thoughts/suggestions regarding the survey please contact Nicky.

**Thank you everyone for coming - Date of Next Meetings:**

Thursday 8 February 2018

Thursday 17 May 2018

Thursday 2 August 2018

Thursday 4 October 2018

Thursday 6 December 2018