

Abbey Field Medical Centre

Patient Group Minutes - Thursday 8 February 2018 @ 6.30pm

Attendees

Nicky Young (Practice Manager), Edith Dow, Christine Ward, Tony day, Ray Whiting, Dave Harris, Elizabeth Bezzant, Merle Johnson, Vi Haddow, Barbara Breadman, Steven McDonouh, Rocharad Iddon, Frank Butler

Apologies

Fred Harvey

Sadly Fred Harvey has died since our last Patient Group Meeting. Fed was a long standing member of the Group - several people shared good memories of Fred. He will be missed by everyone.

Minutes

The minutes from the previous meeting were agreed.

Practice Update

Doctors : Dr Kerr has decided not to return after maternity leave. This does mean there is currently a shortage of appointments - the Partners are doing additional sessions to cover this and we are employing locums whenever possible. We have been let down by some locums - for various reasons clinics have had to be cancelled at short notice and this has caused some problems.

Registrars : Dr Felton joined in December. Dr Lloyd Jones will leave in February and Dr Odujoko will join in February.

Nurses : The Partners have decided to train both Katie Guerra and Debbie Olver to be Nurse Practitioners. They should be fully trained in 6 months. Once trained we will be triaging all suitable patients to the NP - reserving the doctors' appointments for patients with chronic illnesses.

Receptionist : Tracey Hatcher, Surgery Supervisor, joined in December but unfortunately was unable to manage the face to face complaints from patients - these were more challenging than she had anticipated. We have therefore taken the decision to promote Jane Easey internally to this position. Jane has experience of both Reception and Audit and we believe she will be excellent for this role.

We still have some Receptionist vacancies and are trying to fill these.

Hawthorn

Development of Hawthorn : There are plans to develop the area around and including the Hawthorn Surgery. This is in the public consultation phase at the moment. This could potentially present a great opportunity to provide first class facilities for the residents/patients.

There was much discussion regarding the use of ipads on reception desks - this is the approach which has been taken in Colchester Library - many of the services offered by the council are now accessible via the ipads. It is acknowledged that this can be a barrier to access for many patients either because they cannot operate the technology, do not have internet access at home etc.

Call Navigation

Initially we tried to roll this out in January but the internet speed has proved to be too slow to support the efficient running of this system - this has happened at a number of sites where they are trialling this. The CCG is going to upgrade the whole site to enable this to work.

Appointments

It is difficult to ensure there are enough appointments to enable the completion of tasks, bookable in advance appointments and emergency on the day appointments. Different methodologies have been deployed but there is an understanding that however many appointments are provided demand will always outstrip supply.

New Telephone System

A new telephone system will be installed at all three sites shortly. This will include call recording which will be really useful.

Tasks - Blood Test Results

The time taken to action blood tests results etc. was raised as a concern by the group. Nicky has since investigated - all the high risk/red results are actioned on the day. There is approximately a 2 week back log with other tasks but this is being addressed.

Car Park

The opening of the Mercury in the old gym will increase pressures on car parking. They will open later in February and will use the building for rehearsal space and children's clubs. Some of the car parking spaces will

be painted blue and people will be made aware these are for people using the Mercury building but it will be difficult to police.

Beacon House

Beacon House are no longer purchasing the small building - they have been offered another site in town. The Partners now need to decide what they want to do with this building.

Merger Colchester and Ipswich Hospitals

Dave was going to the council to provide an update on this. Basically the merger so far has only incorporated the management system - no decisions have been made regarding the clinical aspect of the merger.

Hopper Bus

Three local Councillors, including Dave, have again provided some money to sponsor a new bus. Dave will drop off some leaflets so that we can remind patients about this service. They do need volunteers to drive the bus.....

Dementia/Carers Coffee Mornings

The Dementia coffee mornings have now been merged with the Bereavement Support coffee mornings. These are hosted at Foxburrow Grange. Details of dates are available from Reception.

GP North East Essex Network

In the future practices will only be able to bid for some services if they have 50,000 patients or more. We are working with East Hill, Great Bently, Mayflower, St James and Parsons Heath surgeries to provide services such as Extended Hours. By working with other surgeries we hope to be able to continue to provide existing services and maybe some new services to patients.

Date of Next Meetings:

Thursday 8 February 2018
Thursday 17 May 2018
Thursday 2 August 2018
Thursday 4 October 2018
Thursday 6 December 2018