

Abbey Field Medical Centre

Patient Group Minutes - Thursday 16 May 2019 @ 6.30pm

Attendees

Nicky Young (Practice Manager), Edith Dow, Christine Ward, Dave Harris, Elizabeth Bessant, Merle Johnson, Vi Haddow, Barbara Breadman, Richard Iddon, Frank Butler and Hazel Law

Warm welcome extended to Hazel Law who has just joined the Patient Group

Apologies

Minutes

The minutes from the previous meeting were agreed.

IPad in Reception : As per the action point we purchased an Ipad - this is to be used by the Patient Group to help patients provide feedback on NHS Choices. Merle has been in a few times to do this. One of the barriers is people not wanting to share their email address - without an email address feedback will not be accepted.

Practice Update

Doctors : Dr Laura Muckart has returned to work but will be going on maternity leave at the end of August. Dr Ari Velumsamy will be covering her maternity leave.

Katie Guerra (NP), Jo Pickering (Nurse) and Linda Smith (NP) have all left since the last meeting. Linda Young (HCA) has returned to work at the Practice and Lianne Belcher (NP) joined in June. Daniel Mortlock (ECP) will start in July.

Primary Care Networks (PCNs)

As part of the new NHS England Contract (DES) all Practices have been required to form into groups (PCNs) of 30,000 - 50,000 patients. The PCNs will then work together on different projects e.g. employing Social Prescribers and Clinical Pharmacists and delivering extended hours. The DES is a 5 year contract with different elements introduced every year.

Currently Abbey Field Medical Centre (AFMC) have applied to form a DES with East Hill - however this comes to just under 30,000 patients so we do not yet know if this will be accepted. We should be informed by the 31 May 2019. We have applied even though we know we have less than the

required 30,000 patients on the basis that since Colchester Medical Practice (CMP) closed its list both AFMC and East Hill have seen an increase in the number of patients registering and therefore we believe we will soon achieve the 30,000 required.

Friends and Family Data

Friends and Family Data is displayed on the web site and in the waiting rooms at all three sites. Generally there is an improvement in the level of feedback.

Data Protection Forms

These were sent out with the last agenda - please could everyone complete them and return to Nicky.

Small Building - Admin Hub

There was nothing further to report on this project - Nicky is currently in the process of updating some of the submission forms following some further feedback from the CCG.

Frequent Flyers Project

Nicky and Heather (NP) have started some work looking at how calls regarding depression and mental health are managed. As part of this work we are going to review all of the frequent flyers with either depression or mental health to see if better care packages can be put in place for these patients.

Colchester Hospital User Group (CoHUG)

Feedback from Vi. Several meetings have now been held but there is little progress. The CoHUG groups are still working out how they work with the Patient Experience Group, Community and the hospital/board. This is not a group for individual grumbles - this is about progressing generic issues.

AP Dave Harris will follow up on the fact that the CoHUG had possibly been told that Colchester Council are opposed to building a multi-storey carpark at the hospital - this is in fact incorrect.

AP Dave Harris will also follow up on the concern that there is going to be a development of shops in front of the hospital - this will mean a long walk to A&E. People were questioning the disabled access etc.

Help with Getting on Line?

Help with getting on line and all things digital is provided by Community 360 in a disused shop near the rear of Primark at 11.00 am every Tuesday and Friday.

New Web Site

The new Abbey Field Medical Centre web site has now been launched - it enables people to do more things on line. At the moment we are just waiting to see how many enquiries we receive etc. before formatting any internal process regarding these.

In the future this will be used for garnering information regarding smoking status, asthma reviews etc.

Hopper Bus

AP Dave will collect information on the use of the hopper bus and drop off some more leaflets.

Thank you everyone for coming - Date of Next Meetings:

Thursday 7 February 2019

Thursday 16 May 2019

Thursday 8 August 2019

Wednesday 2 October 2019

Wednesday 4 December 2019