

## Minutes of Patient Reference Group Meeting

Date: 05.02.16  
Attendees: Pat Horton, Michael Amies, Les Edwards, Sylvia Dyke, Ruth Partridge, Bernice Pope, Dr Claire Wunsch, Helen Perry - Practice Manager, Louise Cattle – Front of House Manager, Kate Potham – Finance Administrator  
Apologies: Elsa Lloyd

---

Helen gave an update on the property - our planning permission has been granted and we have exchanged contacts on our part of the property. We are waiting for Churchills to reach the same stage and believe they go back to the Planning Committee in February. Helen confirmed that staff car parking will be available at the Cricket Club which will be a great help during the building works.

Helen gave an update on the “Supporting Patients to get online, digital inclusion” project. The Finance for this has to be in place by the end of March. Yvonne Merrick, IT Manager who is back from maternity leave and sourcing a tablet for the project will co-ordinate the training for Pat, Ann and Elsa who have all kindly volunteered to be involved and DBS checks are in place.

Sylvia queried whether we monitored the success rate of online booking and how many patients had to phone in after unsuccessfully trying to book online. **Action – YM to look into whether these figures are possible to obtain.**

Helen gave an update on the flu campaign. We have vaccines available until the end of March and the take up has been very good –

- Age >65 = 75%
- Age <65 = 57%
- Pregnant ladies = 73%

The feedback has been positive with some learning points for next winter. A Learning Group has already met to plan with the aim of continuing with (though fewer) drop in clinics alongside a couple of Saturday clinics. Helen thanked the members of the group that had helped at the clinics; their support was invaluable.

Sylvia mentioned the issue with Shingles vaccinations being unavailable at various points during the Flu campaign and Helen explained that a plan was in place to get ahead with Shingles vaccinations during the year as there is no time constraint on these to alleviate the pressure during flu clinics.

Ruth said she had heard that word about the drop in clinic system had not got to everyone and Helen said that this year’s plan included advertising earlier and that we always complete a follow up with people who do not attend.

Louise talked about the Friends and Family Test cards that are on the Front Desk – these are very short questionnaires that are based around whether existing patients would recommend Abbottswood to their family and friends. Pat, Elsa and Ann have offered to help with awareness of this in the waiting room – dates to be arranged. **Action – HP/LC to arrange dates**

Helen talked about the impending CQC visit on 16 February and explained who CQC are and what their role is. Helen also asked if the group members would complete CQC question cards before they left. Michael, Pat and Ann are kindly coming into the surgery on the day of the inspection as CQC ask to see members of The Patient Participation Group.

Helen passed around Reconnections flyers – an innovation by AGE UK to reduce loneliness in the home and these flyers have been included in recent Dispensary deliveries. Pat Horton mentioned she is attending a course around this (independent of Abbottswood)

Helen gave an update of a recent MORI poll on patient satisfaction where we recorded very successful results above national and CCG averages on points such as Perception of Care by GPs/Nurses, Helpfulness of Receptionist, Waiting time at the Surgery etc

### **Any Other Business**

Sylvia raised the issue printed in the press this week about the pressures on GPs and also the pressure of extra houses being built in Pershore. Dr Wunsch said she felt as a surgery we are in a better place than we were 2 years ago. Helen talked through staffing – we now have an Advanced Nurse Practitioner in place with 2 further nurses keen to train towards this, we have a second Registrar and 2 medical students with us each week. We are also exploring the option of a Clinical Pharmacist who would have an area of expertise that they can assess and prescribe in – all these steps help us future proof ourselves against a growing Pershore.

Les mentioned the Centre Club which offers a lunch facility at Heathlands – they currently have 6 vacancies. Helen and Claire thought DNs and Social Workers were the best staff to know of appropriate patients. Helen followed this with mention of previous discussions with Pat, Elsa and Ann about holding community type events at the surgery. **Action – copy of minutes to DNs and Social Workers for this point to be noted**

Michael asked if we were aware of the New Homes Bonus (point 106) – a scheme where developers are obliged to invest in the infrastructure of areas where they are building. Money is available for bid in conjunction with the Town Council. Michael suggested we contact the Town Clerks (Cherry Mansfield/Tracey Perkins) **Action – HP/KP to look into this**

Helen and Dr Wunsch thanked everyone for their time.  
Date of next meeting - TBA