

## Eagle House PPG Meeting, 9 November 2017

### MINUTES

Present: Val Imber (chair), Annette Davies, Sarah Dummer-Wood, Mary Falla, Anne Horbury, John Imber, Rosemary Spalding

Apologies: Caroline Craddock (new member), Hazel Haigh, Val Harbour, Keith Harrison

2. **Minutes of meeting on 20 September 2017.** The minutes of the last meeting were accepted.

3. **Surgery update.** Sarah stated that Dr Blevins had formally retired as a partner at the end of October so there were now 31 regular GP sessions per week, but Drs Blevins and Burlton continued to work as non-partner GPs. An experienced practice nurse, Diana Wright, was now training to be a nurse practitioner, and she and Deena were now both working full-time.

The planned change-over to System One software will cause disruption in the period 1-11 December when the old system will still be in use, and all data added during that period will then have to be manually copied onto the new system. Manual updating of records for this period will be a substantial task. It would be helpful if patients were to request repeat prescriptions on-line in good time. The pharmacies have also been informed and repeat prescriptions for this period have been requested well in advance. Few other problems had been experienced by other practices which had already made the changeover.

An average of 200 documents a day come into the practice. Processing them and directing them to the appropriate people was becoming a workload problem. 10,000 prescribed items were issued each week. Each one on paper had to pass through 7 hands in the surgery. In contrast on-line prescription requests were a one-person job. Val suggested a Forum Focus article encouraging patients to use the on-line system might help ease the burden.

Despite these difficulties morale in the practice is high.

Rosemary reported that staff had started a dress-down Friday through November to raise money for charities and they had now changed to winter uniforms.

Dementia had been chosen as one of the Mayor's charities this year. Events for the Dementia Group were all to be held at the Community Centre.

4. **Flu Clinics.** This year's clinics had been the most successful ever, with five vaccination rooms in operation and a record attendance. It was hoped to go up to 6 vaccination rooms next year. Val had persuaded some 30 patients to sign up for on-line access. The planning and organisation of the clinics have been well organised by Hannah, a new apprentice at Eagle House.

5. **PPG Chairs meeting report.** Val explained the problems being experienced with Tricuro.

Rosemary said she would set up the Kings Fund animation video about NHS reorganisation for the next meeting if Val sent her the link.

Swimming for the brain. Because of its unique organisation, the Gillingham leisure centre could provide this facility, but it would be more difficult to do it at other leisure centres.

6. **Men's Health evening on 1 November.** This event, which was part of Deena's project, had been a great success, attended by over 40 men. The project ends in February after which an evaluation might lead to a repeat.
7. **On-line Booking anomaly.** John had tried to book an urgent appointment and was offered a distant date but when he asked for a non-urgent appointment he was offered a much closer date. Sarah explained that this was the result of an incorrect template in the system, which should tell the patient that if they felt the need was urgent they should telephone reception where the urgency would be assessed. This problem would be avoided with the new computer system which unfortunately will require all on-line users to re-register. Users would be sent re-registration instructions by email.

The next Eagle House PPG meeting would take place on 14 December at 5pm.