



BIRCHWOOD SUPPORT GROUP

Birchwood Medical Practice
 The Health Centre, Kings Road
 Horley.
 RH6 7DG

MINUTES OF THE MEETING HELD ON 12.1.2015

Present: Dr. Vijay Kumar (Partner)

Patient Representatives: Liz James, Richard Willcox,
 Hionoula Batchelor, Elizabeth Andrews, Mrs. Raji Raman
 Denise Stronell, Joan Robinson, TW and MW, Yvonne Beck,
 Wanda Hu, Steve Hartnett, Liz Morris, Robin Grant, Tricia Lyons
 Rita Cusack, Terry Scott, Stella Price

Chris Burgess (PRG Chair), Carol Rowley (Patient Liaison)

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<p>WELCOME AND APOLOGIES</p>	<p>Liz (Vice Chair) welcomed two new members to the Group, Trish Lyons and Terry Scott and the Group introduced themselves. Liz also welcomed Chris Burgess and Carol Rowley (ESCCG PRG) who, although not expected until 7pm, were more than welcome to stay for the whole of our Patient Group meeting. Apologies: Jack Costello, Lisa White, Christine Earwaker (post meeting: Mike Walshaw – Mike has email problems at present)</p>	<p>ACTION</p>
<p>APPROVAL OF LAST MINUTES</p>	<p>These were approved.</p>	
<p>REPORT FROM THE PRACTICE (Dr. Vijaykumar)</p>	<p>New telephone no: Dr. Kumar outlined that following the patient survey showing dissatisfaction with the 0844 number, the Patient Group has been involved with the surgery on the decision to have a geographical number. Members from the Group attended presentations from several telephony companies. The new system went live in December and there have not been too many problems but the surgery is still waiting for several add on facilities to be sorted out.</p> <p>Staff update: Dr. Anna Zietal was now on maternity leave and Dr. Mandeep was covering all of her appointments. One long term member of staff Elaine has decided to retire. A lot of the patients know Elaine as she deals with all the INR results and will be missed. Two new members of the Admin Team have been appointed and have settled in well.</p>	

List Size: The current list size was 15281. Dr. Kumar made the comment that the new development in Horley was due to open shortly.

Appointments: Dr. Kumar said that sadly it had been very difficult to manage the volume of appointments needed particularly over the Christmas/New Year period. There has been an increased demand. Dr. Kumar gave some facts and figures with regard to house calls on Mondays which three years ago averaged 15. Recently this had been more like 26 house call visits. Each visit equated to approximately 4 appointments. Dr. Kumar also made the observation that at the present time the demand was low and could not 'give the appointments away'.

Yvonne Beck thanked the surgery for the visits paid to her friend who was housebound and needed house calls.

Flu/shingles update: Dr. Kumar said the surgery ordered 3,200 vaccines and they still had 400 left. 2800 were given. Richard asked about the surplus. Dr. Kumar explained that 10% could be returned. Hionoula asked who was eligible for the shingles vaccine. TW explained the process – it was a rolling program for 70+. Unfortunately the child vaccine supply was a problem this year as it was obtained directly from the DOH not bought in by the surgery like flu vaccines and there was a shortage due to how it was supplied to surgeries. i.e the same amount to each surgery regardless of list size.

In house services at Birchwood: Dr. Kumar gave a run down of the services now available at Birchwood. Although Birchwood does not directly employ the following services are based here. (Podiatry, a Heart Failure nurse, physiotherapy, incontinence nurse, a Parkinson's nurse, musculoskeletal, which was all good news for the Birchwood patients.

On line appointments/records: Questions were asked by several of the group members how to access these appointments. This was explained as being the same as on line prescriptions via password. Dr. Kumar confirmed that approximately 20% were offered on line. Dr. Kumar said it was vital all patients had equitable access to the appointments. At the present time on line records was not available. TW confirmed that it needed to be achieved by 31st March 2015.

BP machine: Dr. Kumar asked if the group felt that a BP machine for patient availability would be a good addition to the surgery. The cost was £300 for a reconditioned machine. The cost of a new machine was approximately £1,500. This was agreed.

<p>ESCCG REPORTS</p>	<p>Richard gave an update on the Birchwood campaign. 1811 signatures were obtained. Representatives from the Group met Sam Gyimah on 12.12.2014 to hand over the signatures. Mr Gyimah was supportive to our campaign and suggested if 10,000 signatures were obtained from other practices within East Surrey CCG he could then take it even further.</p> <p>Richard also gave his update on the last ESCCG Patient Reference Group meeting held in October. There were several interesting topics raised including an interesting talk from Tanya Proctor re Discharge to Assess. Dr. Kumar intervened and said that this process was underway and hopefully would continue to be rolled out. When a patient was sent home from hospital they should be seen by one Team. This included making sure that all was in place in the home on arrival. It was also confirmed that the hospital bed would be kept for 24hrs to ensure that if there were problems the patient could be readmitted smoothly</p> <p>TW told the meeting that there was a new Kings Fund video and a leaflet re Younger Adults in Primary Care. The links for these are at the end of these minutes.</p>	
<p>ANY OTHER BUSINESS</p>	<p>Dr. Kumar informed the meeting that our Chair Jack had resigned due to other commitments. Dr. Kumar wanted to state at the meeting that Jack had led the Group since its inception 3 years ago and wanted to say a big thank you to Jack for all his hard work over the last 3 years. Jack's resignation led to discussion on the posts of vice chair and secretary. It was decided that the vice chair position should be put forward for election at the same time and the secretary post should stay for the time being. Nominations for the new Chair/Vice Chair should be emailed to Richard or Stella.</p>	
<p>CHRIS BURGESS AND CAROL ROWLEY ATTENDANCE</p>	<p>At this point Liz asked Chris Burgess and Carol Rowley to speak with regard to why they asked to come to the meeting this evening for the item on the agenda 'Sam Gyimah request'.</p> <p>This discussion lasted approximately half an hour. There were obvious differences of opinion both from the CCG representatives and the Birchwood Patient Group representatives. Many questions were asked and both sides explained their position with regard to taking the Birchwood campaign forward. Both sides had differing views on this. One item decided was to put a question from the Birchwood Patient Group at the next CCG open meeting on Thursday 15.1.2015 to obtain an answer. The question that will be asked is:</p> <p>"What evidence do you have that the CCG is not treated fairly in the allocation of NHS funds?" "What steps have you taken so far to challenge any inequitable funding?" and "How can we as patients help?"</p>	<p>RW</p>

	It was finally agreed that there would be an item on the next PRG meeting in February re: the Birchwood campaign and Birchwood Patient Group offered their help re advice for other patient groups and Dr. Kumar offered photocopying facilities.	
DATE OF NEXT MEETING	13.4.2015 6.00 for 6.15 pm start.	

New NHS:

<http://www.kingsfund.org.uk/projects/nhs-65/alternative-guide-new-nhs-england>

Urgent and emergency care:

http://www.kingsfund.org.uk/projects/urgent-emergency-care/alternative-guide-urgent-and-emergency-care-system-england?utm_source=kftwitter&utm_medium=social

Plus the document is available from:

http://www.citizensadvice.org.uk/index/policy/policy_publications/er_health/evolving-expectations-of-gp-services.htm