



BIRCHWOOD SUPPORT GROUP

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

MINUTES OF THE MEETING HELD ON 15.6.2015

Present: Dr. Vijay Kumar (Partner)
 Christine Earwaker (Practice Manager)

Patient Representatives: Liz James (chair), Joan Robinson (vice chair)
 Richard Willcox, Mike Walshaw, Hionoula Batchelor,
 Elizabeth Andrews, Raji Raman, Denise Stronnell,
 TW, MW Wanda Hu, Liz Morris Terry Scott, Rita Cusack, Lisa White
 Stella Price

WELCOME AND APOLOGIES	Apologies received from: Yvonne Beck, Robin Grant and Steve Harnett.	ACTION
APPROVAL OF LAST MINUTES	Agreed.	
REPORT FROM THE PRACTICE (Dr. Vijaykumar)	<p>Christine started this part of the meeting.</p> <p>Registered numbers: 15,400</p> <p>Staff update: There were two new admin members of staff Beverley and Beth. Both are full time members of staff.</p> <p>Appointments Update: Dr. Kumar told the meeting that appointment availability had improved since the last meeting. The flu season was over and children were back in school. Dr. Mann was about to start maternity leave but her position was covered by Dr. Mandeep and Dr. Durga. Dr. Durga had trained at Birchwood which offered the patients continuity of care. Dr. Zietal was due to return from maternity leave in July.</p> <p>24hr BP machine: Dr. Kumar explained the background to this. A patient had originally paid for an extra 24hr BP machine and the Patient Group had funded another 24hr BP machine. The cost was approximately £1400 each. Joan asked how the group originally had the funds for this and Dr. Kumar reminded the group it was a percentage of the monies (20%) given to the surgery for patient benefit. It was agreed at the time that the group would be asked re expenditure before the monies were spent. Christine will provide the group with the remaining figure.</p> <p>BP machine update: Dr. Kumar confirmed that there were now two machines, one for the downstairs reception and one for the upstairs reception. Christine said that there was an obstacle to overcome re fixture to be sorted out.</p>	

<p>NEWSLETTER</p>	<p>Liz J commented that copies were not always available in the reception.</p> <p>Richard asked if more information such as services offered, missed appointments etc. could be included in future newsletters. Christine and Dr. Kumar could see no problem with this.</p>	<p>CE</p>
<p>UPDATE ON BIRCHWOOD CAMPAIGN</p>	<p>Stella recapped on what had happened so far ie. The campaign was now joined by three other groups and all four surgeries had signed the letter to Simon Stevens (NHS England). The letter was sent recorded delivery and had been acknowledged on 5 May. As no reply had been received to date an email was sent today to NHS England to request progress. No reply to email yet.</p>	
<p>NHS MINOR AILMENTS SCHEME</p>	<p>Richard saw this scheme on Facebook and ascertained that it was started in an attempt to cut GP workload. Richard emailed Lloyds Head Office to ascertain if there was one in this area. Lloyds confirmed this scheme needed to be initiated by the local CCG. Christine gave some history to this scheme and told the meeting that NHS England confirmed it would not be happening in Surrey and it was originally set up in deprived areas of the country. Richard asked if such a scheme would be helpful in ESCCG. Dr. Kumar said it could. Richard would raise this at the PRG meeting on 18.6.2015.</p>	
<p>BIRCHWOOD CLOCK</p>	<p>Richard commented that the clock was one hour and ten minutes slow and asked if this could be corrected.</p>	<p>CE</p>
<p>ANY OTHER BUSINESS</p>	<p>Richard brought to the meeting the fact that it was now a requirement in the new GP contract to have a Patient Group. So Birchwood should be congratulated as our group was formed several years ago.</p> <p>Terry Scott raised the issue of new housing in Horley and the impact on local GP services. This caused a discussion on how GP services would cope. No one had any knowledge of any additional services forthcoming. Dr. Kumar explained that some housing developments were approved with all services agreed at the same time. Some developments in Horley had been agreed in phases which avoided agreement to some services. It was thought that contacting our local town councillor might be a first step or a direct approach to Reigate and Banstead Planning. CE agreed to contact our local town councillor.</p> <p>Liz J suggested we have speakers to come to the meeting as previously as there were lots of organisations of which we know little. Liz J suggested MW to organise. Dr. Kumar suggested a paramedic who gave very interesting talks. Terry Scott suggested a different evening to the</p>	<p>CE</p> <p>MW</p>

	<p>regular Patient Group meetings. Liz J also suggested we could reinstate the Educational Events that we held before drawing particular reference to Dr. Baur's 'Mens Health' talk which was a particular success.</p> <p>Liz Jsuggested we reinstate putting missed appointments on the Jayex Board. This led to a discussion on dealing with patients who missed appointments. Although persistent offenders did get warning letters re possible removal from the practice, Dr. Kumar explained to the meeting that some individuals were vulnerable and that removal was not always straightforward.</p> <p>TW brought to the attention of the group Patient Group Week which was held earlier in June this year. It would appear this was not widely publicised and asked for it to be diarised for next year.</p>	SP
DATE OF NEXT MEETING	Monday 28 th September 2015 6.00pm for 6.15 pm	