

THE ORCHARD PARTNERSHIP

Minutes of the PPG meeting Old Orchard Surgery, Wilton 24th February 2020

Present:, Dr Ali Corke, Pauline Rose, Karen Johnstone, Sue Haddock, Carol Slater, Paula Bembridge, Jenny Holmes

Minutes from the last meeting were agreed.

Agenda items:

Resignation from Stephanie Stevens with immediate effect. Dr Ali Corke thanked Stephanie for all her efforts and attendance with the PPG.

Community Magazine editorial

Discussion of how we can help patients and how they can help us write in local magazines. Ali and Jenny to draft a paragraph (approx. 350 words).

Coronavirus

Dr Ali Corke gave an update of the spread of the coronavirus.

There is general guidance for the public on each of The Orchard Partnership's front door, as well Personal Protective Equipment (PPE) at each site.

If it does spread and not contained, there could potentially be an issue with work force, across both Primary and Secondary Care.

We are constantly monitoring the situation and updating guidance for patients as and when we receive it from NHS England.

Medicine Shortage

There are currently major supply issues with HRT and Ranitidine. GPs are changing patient's medication to an alternative until this is resolved.

Patients may be asked to buy some over the counter medication rather than being provided with a prescription, for example paracetamol, anti-histamine, sudo cream – there will be a further update once the drug tariff is updated.

Alivecor Monitors

Device on the back of mobile phone, where a patient can have an instant ECG taken with the GP. The reading is saved to the phone (without patient identifiable information) and should save nursing appointments and waiting times for ECG tests.

There is currently one at each site which has been paid for out of the equipment fund – it would be useful to have one in each consulting room. Currently £99 each. Funds to be used from the Equipment Fund to purchase more.

Dr Corke also demonstrated how 'Consultant Connect' works – a new app which dials directly to the duty consultant in a particular department at the hospital. So far has proved very useful.

Update on CQC phone call

CQC phone call took place on Tuesday 21st January.

CQC have inspected surgeries by phone calls recently rather than visit them. Our last visit was in 2016 where The Orchard Partnership received a 'good' grading. From the phone call it determines if an inspection is necessary – we are pleased to say that we have achieved elements of outstanding and will not receive a visit until next year.

Online access

From 1st April 2020 patients will be able to request to see their full entire clinical record online. This will only be for data from 1st April 2020 and nothing prior to that date.

Care will be needed to ensure that no third party information is disclosed to the patient and will need checking by a GP to ensure the patient understands what is written in their record.

Ear syringe machine, Fovant

Question arose as to why Fovant are not currently offering ear syringing. The machine was bought from the Equipment Fund for Fovant. Less mobile patients are struggling to get to other sites to have their ear syringed. Jenny/Jess to follow up.

Fax machine – have now all been switched off at each site. All other NHS sites have to be switched off by 31st March 2020. Correspondence needs to be emailed instead.

Date for the next meeting:

Monday 8th June 2020, 12.30pm, Old Orchard Surgery Wilton