

Burnham Health Centre
Patient Participation Group
Meeting Minutes
3rd April 2019 at 6pm

Attendees:

Roger Herbert, Michelle Sage, Carol Linton, Bernard Egan, Paula Byas and Linda Richards.

1. Apologies

Jackie Slater, Sarah Tigar, Paul Kelly

2. Minutes of last meeting

Minutes discussed and agreed.

3. Changes at Burnham Health Centre from Roger

- Phone System - Phone system has changed offering more options and advice. Patient's feedback so far positive and staff also like the new system.
- Online Appointments – More appointments available online for patients to book. Currently supplying more appointments online than other surgeries and what BHC is required to provide.
- Ask NHS App – A new app has been launched by NHS England for people to check their symptoms without having to ring a doctor's surgery or 111. App can refer patient to a doctor if the app thinks appropriate.
- Acute Care Clinic – All clinics are going well and more clinics are now added. Clinics were just AM only however have now been rolled out to PM as well.
- Primary Care Networks (PCN) – We are joining a cluster group of 5 surgeries in total including Burnham. Our cluster will also include Southmead (Farnham Common), Threeways (Stoke Poges), Iver Health Centre and Denham Medical Centre. The aim of a PCN is to bring more services within the community, more integrated services to meet rising demand, provide a “one-stop shop” for services and to consider new and innovative care models to cover the different population groups. It was explained that government funding was available to employ a pharmacist and social prescriber in the first year. This is a 5 year project and more government sponsored specialist staff will be introduced in the coming years and these will include more pharmacists, paramedics, physician associates and social prescribers
- Improved Access -This allows appointments at other surgeries to try and fill a demand for more appointments. These appointments can only be booked through this surgery but enables patients to go to another surgery if an appointment is available. Doctors at other local surgeries will have access to that patient's medical records as held at Burnham.
- Stopped Clinics – The surgery has stopped offering Ear Syringing, PSA bloods, diagnostic spirometry and 24 BP monitors. These are now being referred to the hospital. This is for the hospital to monitor patient's appropriately and also BHC does not get funding for these clinics to continue them.

4. Patient Network Meeting

Carol and Linda attended a Patient Network Meeting where and how the newly funded money from the government is going to be spent.

During the meeting the following was highlighted about the new Primary Care Network. During the meeting it was explained that PCN's are hoping to achieve better services for patients. This may include the following:

- Prescription reviews for people with many medications
- Health Care for residents of care homes
- Crisis management of people with long term conditions
- Health and wellbeing advice and support to prevent long term conditions
- Diagnosis of early cancer
- Early support for people with cardiovascular diseases
- Local action to tackle health inequalities

Carol mentioned about the OOH changing hand from Hershel Medical Centre to Threeways surgery in Stoke Poges. A date for this transition is not confirmed as yet.

5. Burnham Health Promotion Trust

Roger informed the PPG that Rhani from the BHPT has left and that in future Dr Daily will be attending PPG meetings to speak on behalf of BHPT as he is a trustee and working alongside them. Youth Counselling and 1 Recovery will no longer be coming to the surgery using the BHPT facilities.

6. New Members

It was discussed how to appeal to new members of all ages. An idea that was proposed was for the PPG could use a tent at the local Donkey Derby to inform people about the PPG in order see if anyone could be interested. It was also suggested that the PPG could also speak to people about identifying carers and thereafter to register them with the surgery so the surgeries carer database is up to date and to ensure help and support is given appropriately.

Next Meeting – Wednesday 10th July at 6pm