



BIRCHWOOD SUPPORT GROUP

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

MINUTES OF THE MEETING HELD ON 16.5.2016

Present: **Birchwood Representatives:** Dr. Vijay Kumar (Partner), Christine Earwaker (Practice Manager), Sue Adcock (Asst Practice Manager)
Patient Representatives: Liz James, Joan Robinson, Richard Willcox, Mike Walshaw, Mrs. Raji Raman, Denise Stronell, Wanda Hu, Liz Morris, Robin Grant, Rita Cusack, Lisa White, Stella Price

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| <p>WELCOME AND APOLOGIES</p> | <p>Liz welcomed Janice Turner from Healthwatch Surrey and Helen Dredge (Ageing Well Coordinator) and Clare Webb (Wellbeing Advisor) from Reigate and Banstead to speak to the PPG. Apologies received from Terry Scott, Jean Marsden and Steve Harnett.</p> | <p>ACTION</p> |
| <p>APPROVAL OF LAST MINUTES</p> | <p>These were agreed.</p> | |
| <p>JANICE TURNER (HEALTH WATCH SURREY)</p> | <p>Janice started her presentation explaining that she was a volunteer for Healthwatch Surrey. Janice asked to speak at our PPG meeting and any information she was able to obtain could help guide other surgeries in setting up a successful patient group. Healthwatch is an independent organisation championing health and social care services. They can signpost and provide information about local services. They can provide free independent advocacy support with NHS complaints. Healthwatch can also help to shape local services. They have the ability to challenge decisions and plans. One important fact about Healthwatch is their statutory power to ensure the voice of patients is heard. Janice provided literature from Healthwatch for Birchwood's information.</p> <p>The second presentation was given by Helen Dredge (Wellbeing Co-ordinator) and Clare Webb (Wellbeing Advisor) from Reigate and Banstead Council. Helen and Clare's joint presentation informed the patient group of their aims. Wellbeing's purpose is to connect patients, who regularly visit their GP practices, to non-medical sources of support. Helen is now based at Birchwood on Wednesdays offering 45 minute appointments. This initiative is in partnership with East Surrey CCG. Both Helen and Clare are very enthusiastic and feel this joint initiative will have an impact on patient health. This project will be measured to see if it is a success but there is an early indication from Tandridge District Council that it has made a difference.</p> | |

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| <p>REPORT FROM PRACTICE Dr. E. Vijaykumar</p> | <p>Registered numbers: 16,018</p> <p>Staff update: Two new admin members are due to start in June. 1 new Practice nurse (started), 1 new student nurse (male), training to be a nurse in a GP surgery – starting in July.</p> <p>Christine Earwaker: Dr. Kumar said it was with regret and sadness that Christine was leaving at the beginning of July after 27 years service Christine is going to be a Business Manager at a smaller surgery. Sue Adcock would be the acting Practice Manager.</p> <p>Appointments: Dr. Kumar stated that normally at this time of year there was less pressure on appointments but at the moment this was not the case and every day of the week is busy. He also stated that East Surrey Hospital was also under similar pressure in A and E.</p> <p>Bereavement Councillor: Birchwood now has a bereavement councillor from St. Catherine’s Hospice. This is a joint project between Birchwood and St. Catherine’s.</p> <p>Lost appointments: 341 appointments were not attended or cancelled in a month. This equates to approximately 16 appointments a day. Some of these lost appointments were 20 and 30 minutes long.</p> <p>Investors in People: Birchwood would be visited in June to be assessed for this award.</p> <p>Meeting with Reigate and Banstead: Dr. Kumar in his role as ESCCG chair confirmed that he had a meeting with representatives from Reigate and Banstead re pressure on healthcare in Horley. Dr. Kumar confirmed that a letter had been sent two weeks ago from Dr. Nelstrop and the Partners to East Surrey CCG and NHS England with an intention to close Birchwood practice list, due to increasing pressure and the lack of availability of space. Continuing this way will cause health and safety concerns for the practice. The Practice is waiting for a reply.</p> <p>CQC visit: Christine confirmed that this took place on 4 February 2016 by two inspectors. As no report had been received after six weeks it was chased twice. It would appear that one inspector had left and there was no report done. A report was put together from notes but was inaccurate in many aspects and although Birchwood was given a GOOD rating this is being challenged due to the inspectors comments at the time of the visit.</p> | |
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| <p>ESCCG PRG REPORT (Richard Willcox)</p> | <p>Richard attended the last PRG meeting in February and his report was attached to the agenda for this meeting. The next PRG meeting is on 16 June and Richard confirmed everyone was welcome. Richard also confirmed that there was a Rant n Rave meeting this Monday at 12.30pm</p> | |
| <p>EDUCATIONAL EVENT</p> | <p>Stella confirmed that this had been fixed for 29th June at the Methodist Church starting at 6.15pm. Speakers for Stroke and Emergency Services had been booked. Posters were underway and letters will be sent to other local surgeries. Stella encouraged all to come and bring a guest. Thanks to Dr. Kumar for arranging speakers.</p> | <p>LZ MW SP</p> |
| <p>FINANCIAL CONTROL ON PRESCRIBING</p> <p>ANY OTHER BUSINESS</p> <p>DATE OF NEXT MEETING</p> | <p>Richard raised a question regarding whether some prescriptions for items which could be bought ‘over the counter’ ie shampoo were monitored. Dr. Kumar confirmed that prescriptions were necessary in certain cases. Christine stated that a lot of ongoing work was done on this by the Medicines Management Team.</p> <p>A problem was raised which might exist re contacting the out of hours service. Several PPG members confirmed their experience was positive with Out of Hours contact.</p> <p>Monday 5th September 2016 6.00 for 6.15pm start</p> | |