



## Minutes of the Acorn Surgery Patient Participation Group (Acorn Patient Team)

**27<sup>th</sup> September 2017, 6-7pm, G93 – Community Room, Oak Tree Centre, Huntingdon**

**Present:** Martin Wilsher (Chair), Dean Bloom (Treasurer), Trish Hawitt Palmer (Practice Manager), Mary Blackhurst Hill (Minutes Secretary), Verena Bruce, Roger Bruce, Chris Osbourne, Brian Shoesmith, Peggy Clark, Pearl Chapman.

Agenda item		ACTION
1. <b>Welcome &amp; Apologies for absence</b>	Apologies were received from Claire Holman	
2. <b>Minutes of the last meeting</b>	The minutes of the last meeting in August were signed by the Chair as a correct record of what took place.	
3. <b>Matters arising</b>	<p><b>From 6 in the last minutes.</b> The 'Flu Vaccine campaign has been addressed by the surgery and a "no appointment necessary" drop-in service set up. This went live this week and initial take-up levels are promising with 25 vaccines given per day. The service runs from 8.15am to 5.45pm and is facilitated by the provision of two additional members of the non-clinical staff who have been trained to deliver the vaccine. There is no waiting time, which makes it attractive to busy people.</p> <p>Trish pointed out that since community pharmacies have been commissioned to deliver the vaccine this has caused some issues for the surgery. Not only does the surgery miss out on the remuneration each vaccine brings in, but also misses the chance for an overall check-in and point of contact with the patient, where other issues might be addressed. Some patients need additional vaccines and so have to "do it twice" and there is a risk of patients being vaccinated more than once. As the community pharmacy collects surgery details from the patient there is also the risk that the wrong surgery is listed. This has happened recently and Trish received data regarding a patient not attached to the Acorn.</p> <p>There was some discussion as to whether this issue might be a subject for investigative journalism. Trish said she would check if these problems were also occurring with the other surgeries.</p> <p><b>From 7.</b> Oaktree General Enquiries. This is still an ongoing issue. Reception staff are logging all non-Acorn related enquiries presented to the Acorn reception desk which should really be managed by the Oaktree enquiries as they are non-practice related and take up considerable resource.</p> <p><b>From AOB.</b> The influence of this group is much valued by the Practice and is considerable in its support, guidance and views on a range of matters.</p>	THP

<p><b>4. Treasurer's report</b></p>	<p>The Treasurer tabled details of the financial situation and reported that the balance currently stands at £713.55. There will be a cheque written to cover flowers from the group to Dr Stanton who leaves the surgery at the end of the month. The group offered her its best wishes to her in her new role.</p> <p>In order to deliver a new patient service, the Practice needs a 24hr ECG machine. Currently, patients requiring a 24hr heart tracing must be referred and go to hospital. There is a considerable waiting list. The Acorn will be able to offer this service much more conveniently and quickly. It will also provide another source of income for the practice.</p> <p>It was suggested that the Group could contribute £500 towards the purchase of the equipment which is currently being sourced.</p>	
<p><b>5. Practice Merger Update</b></p>	<p>This is still ongoing. In line with NHS England requirements the new Practice's boundary will be reviewed and reduced. The Acorn Surgery boundary has been flexible for historical reasons, but patients outside the geographical area officially covered are will be contacted to request they register at a practice more local to their home address. The Challenging Patient policy is being reviewed. Previously these patients have moved around all surgeries in the area, but this will now not be possible.</p>	
<p><b>6. Appointment System</b></p>	<p>There have been some complaints about not being able to make pre-bookable appointments but the telephone system is working well. Some of the doctor can speak with 70+ patients a day. This a huge advance on the ~30 they could see face to face in a day. Skype appointments continue to be available to patients who wish to consult in this way.</p>	
<p><b>6. AOB</b></p>	<ol style="list-style-type: none"> <li>1. Mary offered her apologies for the next meeting in advance as it is half term and she is away.</li> <li>2. Peggy Clark raised the subject of the homeless in Huntingdon. She will raise the issue with the council. Apparently, there is a drop-in centre on Hartford Road near the Tyre and Exhaust centre but few people seem to be aware of it.</li> <li>3. Trish offered her direct number to the group. This is not to be passed on. She can be contacted directly on 01480 483107 for PPG-related matters.</li> </ol>	
<p><b>7. Date of next meeting</b></p>	<p>Tuesday 31st October 2017 (amended from 24<sup>th</sup>)</p>	