

# The Orchard Partnership

Dr AJ Hall, Dr H Bond, Dr HL Meader, Dr LM Macready, Dr J M Banfield, Dr FA Dawe and Dr AR Corke

## **Minutes of the PPG Meeting Held on Monday 11<sup>th</sup> July 2016 at 12pm at the Old Orchard Surgery**

**Present: Dr Ali Corke, Karen Johnstone, Paula Brembridge, Barbara Tomlinson, Pauline Rose, Lynn Taylor and Chantal Cowlam.**

**Apologies** were received from Andy Howson and Karungi Grant.

**Update on 24 hour ECG** – Dr Corke explained that The Partnership has an equipment fund that is a registered charity and part of that fund was made up of some money that Dr Andy Hall had managed to obtain from the Codford practice. They had saved a lot of money for Dr John Fishwick's retirement do and as they hadn't spent it all, they decided to donate the remaining money to the Partnership and buy a 24 hour ECG machine.

Dr Corke explained how incredibly useful this has already proven to be by giving an example of a recent patient who had had unusual palpitations. Within 48 hours they were able to capture it, have a diagnosis and get the patient into hospital to have a pacemaker fitted. All this would have normally taken 8 to 10 weeks under the referral system. Everyone agreed this was brilliant and Dr Corke added that it would also cost save the NHS and enable us to provide a better service and more importantly, save valuable time for our patients.

Dr Corke went onto to explain that Dr Fiona Dawe is a cardiology specialist and can now carry out these 24hour ECGs much more quickly and it has been a real success.

Paula Brembridge asked the question that if there was any more surplus money in the equipment fund perhaps we could have two of them so it wasn't necessary to drive to Codford to use it. Dr Corke said it was certainly possible but they would have to look at how much it was being used and whether they were accumulating a waiting list (as they are receiving referrals from other surgeries) but she agreed she would talk to Dr Dawe about it. Dr Corke also told us that one of the nurses in Codford is now trained to put it on patients and to give patients training on how to use it at home over a 24hour period.

Everyone agreed that it was better than having to go to the hospital.

Dr Corke went on to briefly explain that the practice does quite a lot of other specialist care and gave examples of which doctors specialise in different areas of medicine. Such as Dr Bond being a dermatology specialist so patients are often referred onto him at Codford. Dr Corke told us that she is a breast specialist and also specialises in complicated gynaecology and advanced contraceptive care. She explained by way of background, that in Primary Care there is something called 'Referral Avoidance' which the practice is audited on and it relates to a cost saving to the NHS if internal skills are used rather than always referring patients to hospital.

**Toe nail Service at Shrewton** – Dr Corke explained that the practice has a doctor called Dr Merwin Dartash who has been with us for over a year and a half now and as well as being a dermatology specialist, he has started up an ingrown toe nail clinic in Shrewton. Dr Corke said this means we no longer have to refer patients to the hospital and incur long waits. Everyone agreed that this was useful to know about.

Dr Corke went on to ask the members present if anyone knew of any other unmet or extra service that the practice could be offering that they knew other practices were providing alongside what is already provided such as chronic diseases clinics on all four sites for diabetes, asthma, epilepsy, strokes etc.

**Airlift Project** – Dr Corke told us that the practice had had a lady come in to talk to the doctors about a new interesting project that she had set up called the Airlift Project and she would very much like everyone to advertise it as widely as possible within their communities.

Essentially, it is an Art Project that the doctors can refer patients to for art therapy. Dr Corke explained that the funding comes from Social Care and the doctors can refer anyone who needs therapy. Dr Corke stated that it is not day care or a care service, it is therapy with a view to helping people in the process of recovery, whether it be from a physical or a mental illness.

She explained that it is taking place at The Salisbury Medical Practice and is a newly funded service. All sorts of art related activities are on offer such as pottery, painting and drawing using different materials. Dr Corke informed us that they have been getting some incredibly good results in terms of the positive impact it has had on peoples' lives but also on how they use medical services. It was piloted and shown to significantly reduce the use of conventional medical services.

Dr Corke said they are looking for people to refer to take part in this Airlift Project and please advertise it as much as possible.

**Gold Plus Achievement** – Dr Corke told everyone that the practice had just been awarded a Gold Plus Achievement with carers. She went onto to explain that this is quite an accolade as there are no other surgeries in the area that have been awarded it. Dr Corke praised Dr Lynne Macready who runs the carers program.

**CQC** – Dr Corke explained that we still haven't been visited by the CQC even though all the surgeries around the area have but we do know that it will be before 1<sup>st</sup> October 2016 and we will be given 2 weeks' notice.

Lynn Taylor said she wouldn't be surprised if the CQC visited during the Summer holidays to see how well the practice copes. Dr Corke explained that Dr Hall, who is the practice's lead clinician and senior partner will be here over the Summer to oversee it.

Dr Corke said that there is quite a lot of preparation going on behind the scenes already for a CQC inspection and she emphasised to Pauline Rose that the practice is very keen for her to come along as a patient representative when they do arrive and that Dr Dawe will give you a date when we know.

Pauline Rose said she would be delighted to assist and would be around over the Summer if called upon.

Barbara Tomlinson gave an example of her daughter's experience (who is a practice nurse) of a CQC visit at her practice and she said there was a lot of last minute rushing around and she gave an example of where they had picked them up on some out of date drugs in a locum's bag.

Dr Corke thanked Barbara and said they had heard the CQC were very hot on doctors' bags and that they had lists and lists of things that they have to comply with.

Lynn Taylor asked if Dr Corke knew how many inspectors would arrive. Dr Corke said that there would be a Chair, a Practice Manager, a nurse and a GP present. Dr Corke then went on to explain that it is a good thing and keeps standards up. She told the group about the practice's Intradoc system, a software package that the practice have invested in that stores a lot of the necessary documents and policies and procedures and will be the point of reference for CQC when they eventually visit.

**Equipment Fund** – Dr Corke announced that the practice has a charitable fund that has about £2,800 in it and for transparency and openness, Dr Dawe had asked Dr Corke to ask the assembled PPG members if they had any objection to the practice spending some of this money on a staff training package. She explained that it is related to CQC in terms of safe-guarding and duty of candour and that the practice would like to buy an online training program/module for all it's 70 staff across all four sites to use. She said it will cost about £800.

Barbara Tomlinson asked if it was for the benefit of patients and Dr Corke agreed that it was in terms of safe-guarding, use of notes and it would improve our patient care.

Paula Bembridge agreed that anything that improves the system is going to be for the benefit of the patients in one way or another. All members present agreed that if it benefits the efficiency of the practice then it benefits the patients. Pauline Rose asked if there was a specific training fund but Dr Corke said there wasn't.

**Feedback from Members** – Dr Corke had a request from Dr Dawe and Dr Meader asking for any feedback on what we do well and what could we do better.

Barbara Tomlinson said she had asked people for feedback in the preceding few days before the meeting and she had also been into Codford surgery that morning (Mon 11<sup>th</sup> July) to see how long it would take to see a doctor, as she had heard it was taking longer than it used to, but in fact she said it was still as good as it always was and the feedback was very good with regards to appointments and patient care with the doctors and nurses.

Pauline Rose commented on how busy it had been at Fovant of late but that everybody still loves the walk-in first come, first served system and are very worried that it's going to change to fixed appointments when Dr Hall retires. Dr Corke made a note of this.

Lynn Taylor queried whether asthma reviews are taking place annually. Dr Corke explained that everyone who has been specifically diagnosed with asthma should come up on our QOF recall.

Barbara Tomlinson also raised the subject of recall. She said she hadn't received a letter about having a test for shingles even though she thought she was in the age bracket and asked if the QOF recall was working for this. Dr Corke said she would look into it and it that it does depend on your date of birth as to when you get the recall.

### **Any Other Business**

Paula Brembridge raised a parking issue outside the Codford surgery. She explained that 90% of the time when she goes down to the Codford surgery, though it doesn't affect her as she can walk, opposite the parking bay, there are two cars parked nose to tail which constantly cause an obstruction and is widely thought to be very anti-social. Paula wondered if the Parish Council or Highways Agency could do something about this parking issue as she feels it is "an accident waiting to happen" in such a congested area, particularly outside the school during pick up and drop off times.

Dr Corke wasn't sure if there was anything that the surgery could do as it wasn't on their property but she said she would ask Dr Dawe and Dr Bond to write a letter to the Parish Council to ask for marked parking bays.

After the PPG meeting, Karen Johnstone found out that the parking bay belongs to Selwood Housing who had attended the Parish Council meeting that evening and she had asked the Chair of the Council to raise the parking issue with them.

Pauline Rose raised the subject of a PPG survey that she had received online recently that was very difficult to fill in as a lot of the things she was asked she didn't feel able to answer. Dr Corke hadn't received one therefore wasn't able to comment. Pauline Rose also mentioned that she had received an invitation for a PPG meeting in Salisbury and later in Warminster. Again, Dr Corke hadn't received this and asked where it had originated from but no one could quite remember. Chantal agreed to try and find out.

Lynn Taylor mentioned that she had been to a meeting at the hospital in relation to dementia care and that they are looking into delirium. She explained that if someone has Alzheimer's or dementia it is quite difficult to work out if the patient is delirious. Lynn was saying that they are only just starting to research this.

Lastly, Karen Johnstone asked if she could be sent the last community surgery newsletter. Dr Corke said it had gone onto the website but Chantal agreed to forward it to Karen and follow it up with Jess Holland so she receives it in future.

Karen Johnstone felt it would be good to mention the Gold Plus Achievement in it. Everyone agreed.

Dr Corke thanked everyone for attending.

**Date and time of the next meeting - Monday 17<sup>th</sup> October 2016 at 1pm.**

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