

MINUTES OF COMMITTEE MEETING

DATE: 12th OCTOBER 2018

Attending: Susan McDonnell (SM) (in the Chair); John Gumpright (JG); Dr. Hall (SH); Alison Ramsey (AR); Nila Patel (NP); Krishna Moorthy (KM); Jean Gaffin (JG); Tanya Midgen (TM).

AGENDA

<u>ITEM</u>		<u>Action</u>
1.	<u>Apologies</u> were received from Richard Driscoll & Ros Jacobs.	
2.	<u>Welcome:</u> Following her retirement from the Committee, Anne Yates was thanked; a letter will be sent, and an announcement made in the Newsletter.	RD, AR
3.	<u>Minutes of 10th AUGUST 2018 & Actions arising</u> These were approved.	
4.	<u>Feedback from Health Fair & AGM; 2019 Plans</u> a) The Health Fair was successful, and it was agreed should be held again in 2019. During a discussion on potential improvements for next year the following suggestions were made: <ul style="list-style-type: none"> • GPs would be encouraged to make an appearance (e.g. to look round stalls) and this would be timetabled • The possibility of running the Fair on a Saturday or Sunday should be explored by writing to all stall holders asking them if they would attend on one of these days • People had commented positively on the day and visitor from another Practice had contacted SM with a view running one at their surgery • Feasibility of combining Health Fair and Flu Clinic but logistically difficult as 200 at Health Fair but 600 on first day of flue Clinic • Consider desirability of holding AGM during Health Fair together with importance of identifying a strong speaker. b) Low attendance at the AGM was noted. At the end of the discussion it was agreed this item would be on the agenda for next meeting.	SH KM All RD

5.	<u>The next Year for the Committee: Vision / Aims</u>	??
	<p>SM reported back on the Patient Engagement event held recently when a speaker from Pinn Medical Centre had presented. One suggestion was developing a person specification linked to a model where members would run specific projects with the help of a sub-committee, feeding back at regular committee meetings. It was agreed that a complete map of all projects would help take this proposal forward.</p>	
	<p>In terms of a vision, the work went beyond self-management. In terms of examining if the practice is run to meet patient needs, the difficulty of finding out what patients think of the practice was discussed, (e.g. what they might want changed). It was agreed to start this by asking people who attended projects, (e.g. dementia, diabetes) their views (e.g. whether they would come again, and whether they would recommend it). Groups to include the exercise classes run by the HUB which Millway was also promoting. Volunteers running the projects would be asked to report JG will raise with his Group, with support from SM/RD/KM</p>	JG
5.	<u>Newsletter</u>	
	<p>RD and NP will work with AR on the Newsletter now that Anne Yates has retired. As there are currently two major issues patients need to understand, it was agreed that the next Newsletter would devote one page to explaining the appointment system and the other to introducing the new website. It was suggested that all patients should be sent a text alerting them to the importance of the Newsletter.</p>	KM, AR
6.	<u>Awareness Days for next 3-6 months</u>	
	<p>The annual calendar of such days/weeks/months was reviewed, and it was agreed that the committee/practice would focus on:</p> <ul style="list-style-type: none"> • <i>Men's Health</i> in November 2018 would link with Prostate meeting Anne Yates is organising; • <i>Dementia and Carers</i> at the end of May 2019; • <i>Diabetes</i> in June 2019; • <i>Walking under the Walk and Talk banner</i> would be organised for May 2019; • <i>Keep Warm</i> which included packs for GPs was run by Barnet Council and KM was point of reference. 	?? NP ??
7.	<u>Social Prescribing update</u>	
	<p>KM reported that referral forms were being drafted with help from IT and Safeguarding training was being organised.</p>	

8. Appointments feedback to Practice

Difficulties making appointments was raised by most of members attending and whilst website might in the future improve the patient experience it was hoped a dedicated Newsletter article might lead to some reduction in demand. SH told the committee that up to one third of appointments with a GP could be effectively dealt with in other ways. It was hoped increasing numbers of telephone appointments might help.

9. Practice update

KM reported that introduction of the website was taking a great deal of his time in view of the number of emails that it now entailed, as they were looked at twice a day. It was too early to see if this facility led to reduced demand for appointments. The need for volunteers to introduce website to patients was on agenda for wider meeting.

Importance of helping patients to know which doctors specialised e.g. joint injections, gynaecology, would be helpful when making appointments.

KM,
SH

10. AOB

SM reported on a focus group she had attended on plans for reduce number of dedicated specialist centres where orthopaedic surgery was undertaken to ensure operations were not cancelled. Out-patients would remain local. Members were encouraged to respond to the consultation;

11. Date of next meetings

23rd November at 10.30

14th December at 11.00, followed at 1.00pm. by Xmas nibbles with Millway Practice staff.