

**FOUR OAKS MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
MONDAY 20 JULY 2015**

PRESENT:

Steve Bennett (SB) Chair
David Linehan (DL)
Carol Fitton (CF)
Roy Baverstock (RB)
Taj Kaur (TK)
Maureen Webb (MW)
Carol Morley (CM) Secretary
Wendy Brown (WB) Minute Secretary
Dr Joy Cuthbert (JC) GP Representative

1. APOLOGIES

Apologies were received from Theresa Hyde, Vic Palmer and Veronica Docherty.

Taj Kaur, a patient at the practice, wishes to join the PPG and was welcomed to the meeting.

2. MINUTES AND MATTERS ARISING FROM LAST MEETING

SB referred to the sub-committee for the Practice Event (to be held Wednesday 7 October 2015) and informed the meeting that Shirley Bull has stepped down but are trying for a replacement representative from Ley Hill.

The minutes were agreed by all present as a true record of the meeting and signed by SB. SB will let WB have his signed copies of previous meeting minutes so these can be kept in a folder at FOMC. They will also be scanned and held electronically at the surgery.

3. UPDATE ON PROPOSED JOINT PRACTICE EVENT DAY 7th OCTOBER 2015

A visit had been made to the Mere Green Community Centre to view and assess the accommodation for the event. This will be held in the big room at the front of the building. It is hoped that we will also be able to use the Bowling Green room for the purpose of consultations. SB confirmed that arrangements for the event are all on-track. He also informed the meeting that a local advertising agency called WAA has offered to do promotions for the event free of charge, as part of their charitable activity for the local community. Eleanor Pope, contact at WAA, has lots of ideas including ticket allocations. There is a further meeting for the event on 27 July and SB will update everyone after this date.

4. UPDATE ON SUTTON DIRECTORY

Theresa Hyde had issued her update and this had been circulated around the team via email prior to the meeting. Hard copies were also handed out at the meeting. CF returned the hard copy of the directory which she had borrowed from the last meeting. CF was able to offer details of more services on offer at The Cancer Support Centre, Lindridge Road, including a wig service – these details were passed on to SB for TH to use when updating the directory.

The website address for the directory is: <https://heretohelptgether.wordpress.com>
For a printable directory, application form, or for all other enquiries please email: scommunitydirectory@outlook.com

5. FOMC NEWS

Our Health Partnership

CM reported on the forthcoming merger of 30 practices, including FOMC, collectively known as Our Health Partnership. Individual practices in the group will be known as My Local Practice. This merger is being led by Dr Will Taylor, from Lordswood Medical Practice and is effective from 1 September 2015. It is hoped that the merger will enable surgeries to tender for services that they would not be able to as a lone surgery, however each surgery will retain its own autonomy. Staff at FOMC are now going through the TUPE process, with no changes to terms and conditions. However, new staff members joining the practice after 1 September may be subject to a different contract to existing staff members.

New Partners

CM confirmed that Dr Carol Hooper left the practice at the end of June. The following new partners have been appointed:

Dr Roshani Pawar – existing GP at the practice, partnership commences 1 September 2015

Dr Abid Raza – long-standing locum GP at the practice, partnership commences 1 September 2015

Dr Kate Foley – existing GP at the practice, currently on maternity leave, partnership commences January 2016

All above GPs will be employed on a 60% basis (ie 5 sessions per week)

We have also arranged for a full time partner to commence with us from February 2016. Details will be released closer to the date.

CM confirmed that the practice is still not taking on any new patients, except immediate relatives who move in with current patients.

Practice Alterations

CM outlines the alterations that have currently been proposed. A plan of these alterations, including costings, will be emailed to members.

Work will be phased to minimise disruption to patients, and all work must be completed by end of March 2016.

The current proposals are costed at a far larger sum than we have had approved and we will be looking at priorities to determine which of the proposed work goes ahead.

6. PRACTICE COMPLAINTS AND SIGNIFICANT EVENTS

Current complaints and Significant Events were discussed, along with outcomes and solutions. Most notably a patient has been removed from the practice list to the zero tolerance project due to abusive and aggressive behavior towards staff.

[It was noted during discussion that CF and TK are each required to sign a confidentiality agreement – CM to action]

DL left the meeting at 7.30pm

7. ANTIBIOTIC GUARDIANS

CM informed the meeting of a website that is encouraging pledges regarding the concern over the amount of antibiotics that are being prescribed resulting in an increase in antibiotic immunity. Visit <http://antibioticguardian.com> for more information.

9. NEWSLETTER WITH POSSIBLE INPUT BY WAA

SB referred to a newsletter produced by Swanswell Medical Centre PPG which had recently won an award for its content, and read out some highlights. SB felt that something similar might be possible for FOMC with help from WAA.

10 ANY OTHER BUSINESS

CF offered her help with the forthcoming Practice Event – making refreshments, meet and greet, listening to patients. This offer was welcomed.

Dr Cuthbert joined the meeting at 7.45pm

JC spoke some more about the forthcoming merger.

11 DATE OF NEXT MEETING

This was provisionally arranged for Monday 21 September, however due to some members' annual leave arrangements, this is to be confirmed by SB in due course. 28 September was suggested as a likely alternative.

The meeting closed at 8.00pm

ACTIONS

SB will let WB have his signed copies of previous meeting minutes so these can be kept in a folder at FOMC.

More services on offer at The Cancer Support Centre, Lindridge Road, including a wig service – these details passed to SB for TH to use when updating the directory

A plan of the practice alterations, including costings, will be emailed to members – CM/WB

CF and TK are each required to sign a confidentiality agreement – CM to action

Date of next meeting to be confirmed to all by SB