

OAKLANDS SURGERY PATIENT GROUP

MINUTES OF MEETING

HELD ON 29th NOVEMBER 2018

Present: Chris Clark
Teresa Springett
Jane Greenfield
Sue Warren (Oaklands)
Colin Turner
June Reber
Diane Rust (new member)
Liz Harrison & Julia Wallis (GPHA Extended Access)

1. Apologies

Received from Caroline and Joan.

2. Welcome

Sue welcomed all in attendance, including Diane Rust who has decided to join the group as a new member and Liz Harrison and Julia Wallis from the GPHA Extended Access Service.

3. GPHA Canvey Locality – Enhanced Access Service Update

As mentioned at previous meetings the EAS was a 5 year contract between Castle Point and Rochford CCG and the GP Healthcare Alliance. The extended hours arrangements will work across all 24 surgeries/four localities in CP&R and provide additional appointments for patients Monday – Friday. The home visiting element of the contract will be for Canvey, Benfleet and Rayleigh practices. The EAS had employed an Emergency Care Practitioner, Advanced Nurse Practitioner and were in the process of appointing a Clinical Pharmacist who will work in conjunction with Richard Pattle who had joined the Canvey Hub last year. The PG members had a number of points to raise with Liz and Julia and all were in agreement that this service would help to improve access to GP appointments which was the main aim of the project.

4. Minutes of last Meeting

Minutes of last meeting agreed.

5. Friends and Family Service

Friends & Family Test continues to be very positive for the practice with over 85% of patients either Extremely likely or Likely to recommend family and friends to Oaklands Surgery.

6. Quality Awards

Sue outlined the recent 2018 Quality Awards which recognised GP practice staff for outstanding work, care, innovation and services.

With awards across six different categories, a variety of nominations were received acknowledging people working in GP Practices that help make a difference to the health of people in south east Essex.

Winners included senior GPs, nurses and health care assistants, reception staff and vital other roles supporting people and GP practices day-to-day.

Oaklands Surgery was delighted to announce that Julie Borton, Advanced Nurse Practitioner, had won the prestigious 'People's Choice' award. The nomination, sent from a member of the public, read:

"Julie has been in the forefront of keeping my husband's diabetes under control. She is always laughing and smiling and makes our visits something to look forward to."

Patient Group members were in agreement that Julie was a fantastic member of the Oaklands team and was an asset to the surgery.

The practice had also been nominated for the partnership award alongside Dr Chaudhury's practice, The Island Surgery and Third Avenue surgery.

As part of the care home project to align all care homes to a nominated GP surgery, the four surgeries have come together to ensure care home residents in Canvey receive improved care. The partnership allows for continuity of care and enhanced care for the residents who will now receive weekly 'ward rounds' to ensure excellent health management, with the aim of reducing unnecessary admissions to hospital and keeping the patients comfortable at their care home.

Further details of the awards can be found on the Castle Point and Rochford CCG website and Oaklands Surgery website.

7. Staff Changes

Dr Yemisi Bajulaiye had recently gone on maternity leave. She was hoping to return to the practice towards the middle of next year. The practice was continuing to recruit for healthcare professionals but nationally there was an extreme shortage of GPs and the practice was employing locums to cover the vacancies.

8. Care Homes

The care home project which started earlier this year was going well. Oaklands Surgery had been nominated The Moorings and Longview care homes. All residents admitted to either of these care homes, would have Oaklands Surgery as their nominated GP practice. This allows continuity of care for patients and should help to reduce admissions into hospital.

9. GP Online Services

Sue passed around information on the GP on-line services. As discussed at previous meetings, patients are encouraged to sign-up for on-line services, which includes appointment booking and cancellation and repeat prescription ordering amongst other things.

10. Castle Point and Rochford Wellbeing Partnership

The Castle Point and Rochford Wellbeing Partnership is a free, confidential service for patients living in Castle Point and Rochford who would benefit from advice and support with any of the following: Healthy living, managing long term conditions, mobility and equipment, reducing social

isolation and loneliness, increasing personal safety and security and looking after someone. Health care professionals can refer patients into the service.

11. Monday Motivation

Castlepoint and Rochford Monday Motivational campaign, which is sent to practices fortnightly in the CCG weekly bulletins, is to showcase all the great work from staff/teams and services across South East Essex. This week's Monday Motivation highlighted Richard Pattle our Clinical Pharmacist who works alongside the general practice team to resolve day to day medicine issues and consult with and treat patients directly. Richard works across all the GP practices in Central Canvey Primary Care Centre providing extra help to manage long-term conditions, advising patients on medications and running clinics. Quote from Richard "Helping patients manage and get the most of their medication really does make a difference to their health". All PG members were pleased having a Clinical Pharmacist working alongside the GPs/Nurses at Oaklands and hoped that it would continue

12. Let's Keep Moving

Colin gave an update on the Lets Keep Moving Campaign.

13. AOB

As this was the last meeting before the Christmas Break seasonal wishes were exchanged and the date of the next meeting would be Thursday 21st February 2019 @ 3.00pm G16 Central Canvey Primary Care Centre