The Burnham Surgery

Tuesday 21st January 2020

Patient Participation Group – Minutes

Meeting Facilitators: SS and CB

Attendees: AB (Chair), RR, GP, CT, RL, CF, JP, WS.

Apologies for absence TN, BB, AT

 KO (resigning through family ill health)

1. The minutes from 10th December meeting were agreed and approved.
2. Matters arising from the minutes

**Primary Care Network (PCN) news and NHS England Directed Enhanced Services(DES)**

SS shared with us some of the demands documented in a consultation paper about DES

Medicines optimisation

From 01.04.20 Dengie PCN practices will join together and receive payment across all practices. The PCN is not a level playing field but were told that we will not be disadvantaged

Clinical Pharmacist

This must be a prescribing person and the practice must pay 30% of the cost for this.

Enhanced health in care homes

The GP must visit every home once a fortnight to see all residents with no further payment for this service.

Anticipatory Care

All patients with long term conditions will be reviewed. A 5 year risk assessment is to be prepared.

Personalised Care

There has to be a personalised care plan for EVERY patient

Supporting early cancer diagnosis

By 2028 75% of patients will get early diagnosis. There are a range of activities for the PCN to meet this target.

By 2021/2022 there will be increased screening for cancer. Check breast/bowel and cervical cancer with targets.

There will be cancer pathways which are different for each hospital. There will be follow-up by personal phone call by GP if patients do not attend for screening

25% of clinical appointments will be available on line. Also record how many are booked on line and set targets for the future. The receptionists can book appointments on line when patients are requesting appointments at reception or on the phone.

RR Asked whether a member of the PPG could attend the PCN meeting as following Patient and Public Involvement (PPI) and Southminster manager has said that their PPG could attend. SS will discuss and report back.

Burnham Clinic services

CCG Contract services from Provide but service specification does not specify where the service is to be delivered. The services are Free at the point of delivery BUT no rule where the delivery is based. ENT presently at SWF but the whole of Mid Essex have to travel there (eg from Halstead).

**Surgery News**

CB will be taking more responsibility for Practice Manager post and SS will be concentrating on Business Manager tasks

December DNA time wasted was 6 hours greater than for November. Total of 49 hours 39 minutes

Friends and Family Survey - 290 responses showed 272 patients would recommend the practice to friends/family while 11 patients did not know and 6 patients were unlikely to recommend.

New waiting room armed chairs

There will be a formal presentation by Burnham United Charities with the PPG present.

Leaflet/poster information overload was discussed and that all leaflets remain the same except the prostate cancer leaflet. Collect dust and become bent down and shabby. SS said that NHS England leaflets are on bacteria resistant paper.

Next meeting will be on Tuesday 25th February **at 9am**

Addendum: SS & CB attended the PCN meeting on 24/01/2020 where the Southminster Practice Manager stated that she had NOT agreed for the PPG to attend future meetings