

## LONG FURLONG MEDICAL CENTRE

### Patient Reference Group Meeting Wednesday 3 May 2017 3:00pm-5.00pm

(Light refreshments provided)

**Present:** 13 Members. Diana Donald, Practice Manager and, Guest, Final year Medical Student

**Apologies:** were received from 6 members

1. **Notes of the last meeting** – Diana apologized for the delay in making the notes of the last meeting available which had been due to severe staff shortages. However, a member of the group had come forward and volunteered to take notes in future. This was supported by the members present so Diana will liaise with her.
2. **Medical Student** - On a 3 week placement at the practice and gave insight to being a medical student and how the current workforce problems that the health service is experiencing might affect his decision making for the future.
3. **Practice News**
  - 3.1.1. Staff – Practice Nurse, Beverley has retired and thanked all her patients for their good wishes and gifts.  
Reception – 2 new members of the reception team have joined us since January, they are Jackie and Maureen. They are working hard at getting up to speed with our procedures. We have added more reception hours in so that we have additional cover to cope with the increasing workload. Also an office junior will join the practice in June – mainly working alongside the evening receptionists.  
Nurses: Alison has joined us from the community services. She is currently going through a programme of further development but brings many skills with her.  
Claire – congratulations to Claire who will be starting maternity leave in July. We will recruit a replacement during her leave.  
Stevie – will be back with us from maternity leave in July. She is currently undertaking phlebotomy training. She will return on reception one morning per week and offering blood test appointments on Thursday and Friday.
  - 3.1.2. Premises - We have been fortunate to have a bid for funding approved by NHS England to have door automation installed to the front door and waiting room door that leads to the clinical corridor. We anticipate that work will be completed this month. Diana confirmed that she had not forgotten the request for a visual display system in the waiting room which would be of huge benefit to patients who are hard of hearing.
4. **Abingdon Growth** – the CCG is working with the local councils on Section 106 funds which developers have to contribute to help support the community. We have provided a report on capacity within the practice as it is anticipated that over 1200 houses will be built over the next 3-5 years within the practice boundary. There is no room to expand the surgery further but it would be possible, with additional workforce, to increase the list to circa 10000 patients (it is currently at circa 9300). If the external organisations were not hosted it would be possible to increase the list to 12000 patients however this would create additional pressures on the local highways. The partners have suggested the following to the CCG:

1. they would be prepared to run a branch surgery but could not finance this. 2. Increase parking space at the Boulter Drive car park as this will ease pressure on road side parking. 3. Lastly, they would have to consider reducing their practice boundary so they focus more on north Abingdon.

**5. Extended Hours Service** – Diana advised that since February the practice has been participating in the new GP Access service with the 5 other practices in the Abingdon Federation. Patients can be offered appointments at one of 5 practices in Abingdon, Clifton Hampden or Berinsfield each weekday evening between 6pm and 8pm, Saturday and Sunday mornings. She reported that the system seemed to be working well – the clinicians are able to have access to the medical record of patients from other practices so they can consult safely. However there are limitations with the software which we hope the company will develop. Patient feedback so far has been very positive.

## **TEA / COFFEE BREAK**

**6. Patient Survey** – This was discussed and agreed the following should be included: Visual display, CQC, evening appointments, EPS and North Abingdon Pharmacy. A free text box for additional comments would be helpful. Members asked for the survey to be limited to one side of A4. Diana agreed and will task the office junior to start work on it as his first project.

**7. Feedback from South West Locality Patient Forum Meeting** –Our representative gave an update from the locality forum meeting. Members asked if notes could be circulated. Diana will arrange this.

## **8. Any Other Business**

**8.1. PRG** – providing support to the Practice. Diana was asked to add requests for help to AOB. Diana was very grateful for the support.

**8.2. Timed Agenda:** Once again the meeting had over run and Diana was asked to aim for a timed agenda next time. Agreed.

**9. Date of Next Meeting** – Dates and times of meetings were discussed and agreed that during the light evenings meetings could / should be held in the evening but as winter approaches we will hold them during the day.

**The next meeting will be held on Wednesday 2 August 19:00-20:30**