

Minutes of Dorking Medical Practice PPG meeting

Date Monday 13 May 2019

Venue Dorking Medical Practice 1500 – 1640

Present Elaine Edgar, Val Theobald (*Chairperson*), Bill Donnelly, Susan Perceval, Brian Eves, Tim Wombwell, Fiona Jarvis, Pernie Barlow (DMP), Dr Vishal Sagar (DMP), Victoria Lazarevic (DMP), Wendy Foley (*Minutes Secretary*)

Welcome and introductions – everyone introduced themselves and Boxhill and Dorking sites were represented – a good turnout

Apologies from Chris Tanner and Alison Stratford (Westcott)

Agree minutes of meeting 15 January 2019

Dr Sagar proposed agreement of minutes

Code of conduct

Agreed in principle although some concern was raised about what route should be followed when anyone asks a group member for information or passes on concerns

DMP ethos/vision

(Proposed) *To provide excellent patient service with a focus on holistic and evidence-based medical care in a friendly, safe and family-centred environment for patients living in and around Dorking*

Comments Could medical be changed to clinical and also make reference to other referrals eg social prescribing?

What is the definition of excellent? (good/outstanding)

The Surrey Downs Healthcare has practices working together if there are 30 – 60000 patients and DMP sits comfortably at 43500 with other three practices

The separate PPGs could eventually merge into one for Dorking

Update on Westcott premises and harmonisation

There has been a setback – DMP have access to the Riverbank site only until February 2021 so another site has to be found - the charity cannot accommodate a surgery (charity commissioner says it is not viable)

Tim Way – chair of Westcott Village Associations – is clear that this is a village concern hence they are researching other sites with a feasibility study

Update on services offered

Extended hours – these need publicity – there are now services 0800 to 2000 weekdays 0900 – 1300 Saturdays and 0900 – 1200 Sundays run at DMP and Medwyn with weekend appointments bookable a week in advance

All doctors have access to patient data from both surgeries under a data sharing agreement

DMP appointments for extended hours not available online YET so a note needs to be put on website to direct patients requiring the service to phone surgery – Pernie

USE IT OR LOSE IT!

(The 111 system is still running at present although it may be incorporated)

Good feedback on physio and pharmacy services with subsequent easing of pressure on doctors and leading to more robust system for e.g. blood test reviews

Specsavers service (funded by NHS) was discussed as it is not well known that a free audiology service is offered without referral, and minor eye ailments can also be addressed

In order to publicise these services the television screen in the waiting room could be used together with Vantage Point Challenger and other local magazines – VL

Social media is in the process of being set up

GP recruitment/new partner

Dr Loveless has returned as a salaried doctor, working Thursday and Friday, Dr Jan Lane has been recruited for Monday, Tuesday and Wednesday – she also offers gynaecological services

Dr Dhoul is a new partner and Dr Gilda – Westcott – will step down from July

There is therefore a very stable partnership with buffer to avoid lack of continuity and allow for holidays, negating the need for locum provision and reducing the doctor to patient ratio to 1:1400 (nationally 1:2200)

One of the attractions of DMP is that it is a training practice (Drs Beattie and Sagar)

CQC update

There was the annual monitoring telephone call recently but a full review will happen in the next 6 months with 2 weeks notice due to the merger

The last rating was good but DMP are aiming for excellent – hence:

The cleaning has been improved

CQC will want to speak to representatives of PG – discussion on what is role of PPG such as a model constitution – the terms of reference were circulated earlier this year

It is proposed to find a larger venue for PPG meetings – Val Theobald to investigate – and it was suggested that the PPG could meet 30 minutes earlier then be joined by practice members

There is a monthly staff meeting

A main challenge is lack of space – Westcott should alleviate this

Improve online service

DMP has 68% take-up which is good but can only improve if patients are able to use it – training sessions could be made available and a guide produced

Last year £20000 was spent on mail which can be much relieved by use of free text messaging

Age Concern – update from Val Theobald

The real problem for both Age Concern and CAB is many volunteers but too few clients

3 matrons and 1 GP are available for the housebound and social referrals as a Community Medical Team

It was agreed that there is a real need for publicity – VL to add to newsletter

AOB A Facebook site is being made, there is a Dementia Café in Christian Centre

Elaine Edgar introduced Surrey Downs Healthcare looking to recruit 100 volunteers

Next meeting 23 September 2019 1500 – venue to be confirmed and possible 1430 start