

## **Minutes of PPG meeting Wednesday Thursday 6<sup>th</sup> August 2014 6.30pm**

**Present: Dr M Hainsworth, Louise Bissett, Jackie Smith, Paddy Wilmot, Angela Rodgers and Maurice Goulding**

**Apologies: Tina Davies, Nigel McVittie**

**Matter Arising:** Bit of confusion, email reminder sent out on Tuesday arrived on Wednesday evening. Email stating start time as 6.00pm, and last minutes stated 6.30pm. **FUTURE MEETINGS WILL COMMENCE AT 6.00pm** and a reminder will be sent out a week before the meeting – apologies

### **New Matters**

#### **2014 Survey**

The next survey was discussed. It was decided to run the survey through the month of October again. The survey will again be made available via the website and printed copies in the surgery.

#### **Survey tasks**

- MG reminded all to be mindful of the cut off dates for parish magazines.
- Website - JS has contacted the IT department now to confirm in writing if they are able to collect survey results, analyse and produce a summary of results and comments as soon as possible after the month of October – awaiting reply.
- Flu clinics – migration to a new clinical computer system (discussed later), may affect Flu Clinic dates, but hopefully will still be 1<sup>st</sup> and 3<sup>rd</sup> Saturday in October.
- Midwife to pass out survey at Ante natal appointments and also copies to be made available at the Health Visitor clinics.

### **SURGERY MATTERS**

#### **NEW Clinical System**

JS distributed a flyer (see attached) regards the new computer clinical system. This flyer is only for the information of the PPG group at the moment, but will be distributed to the patients in the near future.

MH discussed the new system and the impact on the day to day working of the surgery during its implementation. This is particularly difficult as it is Flu Clinic, and Patient Survey time. Advantages and disadvantages were discussed, the greatest advantage being that other surgeries in this area are already SystmOne so we would be aligned with our neighbours, another advantages is the link with Community services.

**LB discussed the need to organise repeat medication during the migration.**

### **Care Provision**

**MH discussed recent incentives including nursing support for housebound patients with long term conditions. The Practice has employed an Advanced Nurse Practitioner, Matt Brewer, and he will be the lead for this service. AR asked how MB was settling in, and MH confirmed he was still settling in and developing relationships with the patients, but that his list size was growing steadily.**

**MH passed around a care plan template and an 'EARLI' questionnaire, these are being used for vulnerable patients, housebound – long term conditions, patients who may not have been seen by the doctor for some time, and now require home visits.**

### **Any other business**

#### **Next Meeting -**

**Wednesday 12<sup>th</sup> November 2014 – 6.00 – 7.00 pm. Hopefully by this time the survey results will have been distributed to the PPG for discussion.**

Dr Mark Hainsworth  
Dr David Clark  
Dr Louise Beale

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## **The practice is changing its clinical computer system in October**

### **We ask for your help and support over the coming weeks**

We have been using our current system since the 1990's, and although the system has been improved over the years we now need to bring our clinical system in line with our neighbours at Hadleigh and StowHealth.

The new system (**SystemOne**) has greatly enhanced functionality for clinicians and administrators alike and will eventually be in use across the whole of Suffolk, this will enable much better communication and care for patients between the services.

The process of moving patients medical data from the old to the new system is complex and time consuming, and this will impact significantly on the daily running of the practice.

**During the 'go-live' period, we shall be offering book on the day appointments only (go live is booked for 16<sup>th</sup> October at the moment but could be brought forward a week, that is why we are not releasing any dates until this has been confirmed)**

With an entirely new system, we would want to be confident users by the 'go-live' date, and all doctors, nurses and support staff will require essential training throughout October.

We would ask that you consider deferring your routine appointment for a short time if it is for a review of your long term condition or just a routine medication check.

During this period some of our electronic systems will be temporarily suspended and therefore if you need to telephone us for any results, can you please phone after 2pm to enable us to retrieve your results efficiently.

Please be assured that the Doctors will remain available during this period and urgent care will be provided at all times.

**PLEASE BE PATIENT WITH US – AS WE WILL BE A LITTLE SLOWER AT FIRST**

Thank you for your support and co-operation, and we will endeavour to make this change-over as smooth as possible.

Drs Hainsworth, Clark  
& Beale