

# Silverdale Medical Centre

<b>Meeting</b>	Friends of Silverdale		
<b>Date and Time</b>	Monday 1 <sup>st</sup> June 2015	<b>Location</b>	Silverdale Medical Centre
<b>Chair</b>	Noel Bedder	<b>Minute Taker</b>	Joanne Wright

<b>Attendees</b>	
Noel Bedder, Elaine Dharwarkar, Natalie Dharwarkar, Shantilal Valand, Mehboob Mahomed. Caroline Roberts, Joanne Wright Dr Asma Bukhari.	
<b>Apologies</b>	
Marian Coupe, Bipin Brahmbhatt, Ann Barkel, Councillor Brenda Seaton had been invited to attend to update group regarding council plans for s106 monies but was unable to attend as had to attend a Borough Council Meeting.	

No	Actions	Who
1	<p>Introductions made. Mr Bedder thanked Dr Bukhari on behalf of the group for her hard work over the very busy period last year after Dr Mali left and winter period when a lot of changes were made to the practice. Dr Bukhari introduced herself to the group and explained that as a GP who is new to the practice they have had to implement the need to limit each appointment to one problem only. She says that she can either be a good, thorough GP and do what is needed in an appointment or she can set a timer and send patients out of her room after 10 minutes in order to run on time, she chooses to be thorough but consequently doesn't always run on time. Dr Bukhari told the group that whilst we get a lot of good verbal feedback, people only ever tend to put complaints in writing and asked the group to encourage other patients to post good feedback for the practice on NHS choices or on our website as this boosts the morale of all the staff. Mr Valand said that members of his social group would do this but they struggle with the language barrier. Dr Bukhari stated that messages left in Gujerati/Hindi can be translated if necessary. CR mentioned that all comments that are received are fed back to the whole team.</p>	<p>NB</p> <p>AB</p> <p>SV</p>
2	<p><b>Matters arising</b></p> <p>Mr Bedder explained that he would like the group to be larger; he has been talking to patients in reception and asking them to join the PPG, explaining that he is the Chairperson and giving out his number if necessary but is getting very little interest from patients. He has however had good feedback from patients regarding the new phone lines, they seem much happier with the local number and can get through easier.</p> <p>JW pointed out that this week is PPG awareness week and we have posters and leaflets available for display if anyone wanted to come in and talk to patients this week. Mr Mahomed suggested a Coffee Morning whereby members could talk to patients in a more social way and ask them to join. Dr Bukhari suggested erecting a gazebo outside with a table and chairs and leaflets so that reception area is not crowded, she also suggested that we invite anyone who complains about the practice to join the group in order that they be more aware of how the surgery works. A discussion followed about what would be needed for coffee morning, a suggestions box, information on what PPG's do, application forms for patients, would our insurance cover us serving hot drinks etc. JW to keep/make copies of the join our PPG posters/leaflets provided for this week, they can be used at coffee</p>	<p>NB</p> <p>JW</p> <p>MM</p> <p>JW</p>

No	Actions	Who
	<p>morning too as no date on them. Poster to be displayed on PPG board and on front door. MM asked for JW to send him details of what PPGs do that were originally sent out when group was started, JW explained that it is a very non-specific remit, the group can do whatever it feels is needed to be done for their practice, but would forward on the information requested. SV expressed that he thinks a lot of people don't know what PPG's do but he thinks the fact that we put pressure on NHS England for additional funding should be mentioned.</p> <p>NB suggested an extraordinary meeting at the end of July to discuss this specifically in more detail. After discussion the <b>date was set for last Monday in July (27<sup>th</sup>), reminder letter to be sent out to group members nearer the time.</b></p> <p>Dr Bukhari suggested that photographs of group members be put on the PPG board to draw the eye to the board. She would also like to have staff member photographs put up in reception, this is to be discussed separately amongst staff.</p> <p>Practice Appraisal report was finally received and sent out to all members for info, as mentioned at last meeting we received very good feedback from the appraisal.</p> <p>Dr Bukhari pointed out that as we started to display Diwali decorations last year as well as Christmas decorations, she feels that it would be a good idea to have Eid and Ramadam greetings up in the reception area as well to make the practice inclusive. SV agreed that this would help to make patients feel that it was their surgery. <b>AB to advise JW regarding decorations/messages and timings of celebrations.</b></p> <p>JW sent a letter to Birstall Medical Centre on behalf of Mr Bedder thanking them for arranging the meeting with Stephen Dorrell but pointing out that the start time was incorrect, no response received.</p> <p>Minutes agreed.</p>	<p><b>JW</b></p> <p><b>SV</b></p> <p><b>NB</b></p> <p><b>AB</b></p>
<p><b>3</b></p>	<p><b>Chairperson's report</b></p> <p>Mr Bedder would like to see the numbers for the group (Currently 8) increased this year so that the group can be stronger and offer more support to the practice. Plans for this already discussed in matters arising, no further business.</p>	<p><b>NB</b></p>
<p><b>4</b></p>	<p><b>News from the Practice</b></p> <p>Caroline reported that the practice has recently employed a new nurse (Chris) following the retirement of Marjorie and a new Healthcare Assistant (Nidhi) following the retirement of Mrs Shah. CR explained the difference between a nurse and HCA to the group. Mr Bedder came in before Marjorie retired and saw her to say "Thank you and goodbye" from the group. CR also explained that we have a COPD (Chronic Obstructive Pulmonary Disease) specialist nurse who comes in once a month to see specific patients and we have just started running a weekly stop smoking clinic. MM asked if we still have CBT practitioners (Cognitive Behavioural Therapy) attending and Caroline explained that we have had these for several years but from April this year, due to room availability, they no longer come to Silverdale. Patients can still be referred to them or even self-refer and they will be seen at another venue within the community instead.</p> <p>CR informed the group that an advert has been placed on the NHS website for a new GP partner for Silverdale Medical Centre, in addition to the 3 partners we currently have. This position will be instead of having a locum GP, although Dr Rughani, our current locum, is welcome to apply.</p> <p>Care Quality Commission (CQC) inspection is imminent as we were told it would be within first quarter of the financial year. CR explained that there is a lot of behind the scenes administration work involved in preparation for the visit including having to show all staff a video showing correct handwashing technique. CR informed members that CQC inspectors will wish to speak to PPG members during the inspection.</p> <p>A premises meeting was held last Friday as the NHS released money on 1<sup>st</sup> February this year for practices to improve their buildings, and an application was made for some funding. In early May the application was approved, however</p>	<p><b>CR</b></p>

No	Actions	Who
	<p>restrictions regarding the completion of building work by March 2106 are a concern. CR will hope to have an update for the meeting in July. Regarding S106 monies for Thurmaston there is an 11 year building plan currently underway for the Thurmaston area and discussion regarding S106 monies took place in relation to this. CR believes that it will be years until this is released. If a new Health Centre were required to accommodate all the new residents, this would not be built until 5 or 6 years into the latest building project, by which point new residents already living in new homes will already have registered elsewhere, putting pressure on existing local medical practices. For information, the practice currently has 4629 patients registered.</p> <p>CR informed the group that we are hoping to update the Silverdale Medical Centre website shortly, to make it more user friendly. MM asked if patients were able to leave feedback about the practice on the website and CR explained about the Friends and Family test to him. Also, that comments can be left on the NHS Choices website and SMC website if they prefer. This is something else that should be encouraged at the Coffee Morning.</p>	<p><b>MM</b></p>
<p><b>5</b></p>	<p><b>Any Other Business</b></p> <p>Mr Bedder informed the group that there are now 2 defibrillators available in Thurmaston, one at the Memorial Hall in the village and one at Elizabeth Park Sports Centre on Checkland Road and that he has provided training to staff at both places for the use of these. JW suggested he could do some training on defibrillator use at the coffee morning as well to ensure that members of the public are familiar with their usage. NB pointed out that members of the public would still need to be familiar with CPR basics as well as using the defibrillator.</p> <p>Mr Mahomed said he had read an article called “How to survive a heart attack” that said a person had to sit down and breath and cough every 2 seconds to keep the heart pumping and wanted to ask Dr Bukhari if this was valid information. Dr Bukhari agreed that it is valid, however it is difficult to do and generally, when a patient is having a heart attack they would not necessarily remember this information or be able to do it.</p> <p>Meeting ended 8.15pm.</p>	<p><b>NB</b></p> <p><b>MM</b></p> <p><b>AB</b></p>
<p><b>6</b></p>	<p><b>Date and Time of the Next meeting</b></p> <p>An extraordinary meeting to discuss a summer coffee morning/recruitment drive is to be held on Monday 27<sup>th</sup> July. Reminders to go out nearer the time, the group have asked if members can think about ideas for recruiting more patients and what they wish to achieve at the coffee morning before this time.</p> <p>Next PPG meeting scheduled for September 2015.</p>	<p><b>ALL</b></p>