

KINGS CORNER SURGERY Patients' Participation Group

Minutes of the meeting Wednesday 25 March 2015

(at Kings Corner Surgery 6.30pm)

Present: Morag Langhorne (Chair/Secretary) Pat Morris (Minutes), Katie Johnson, Virginia Smeed, Peter Standley.

Clare McAteer represented the Surgery. Dr. Choudry was also available.

Apologies: Sally Hanson, Sonia Lippold.

Jonathan Greenyer was welcomed to the meeting as an observer and Madeline Diver from the Urgent Care Centre.

2. Arising from the Minutes of the last Meeting (12th February)

Morag reported that all actions had been completed and noted:

(a) The TV screen was an ongoing issue

(b) The final Health Information evening was last week and well supported. Roger (Magnolia House PPG) and Morag will meet to discuss a programme for next year. Action: Morag

(c) The 'Friends of Frimley' website has information on their health promotion evenings, but they are not very local.

(d) Sally has produced Terms of Reference and sent them to Peter Whitmore (Green Meadows).

3. The Urgent Care Centre (Brant's Bridge)

Madeline Diver was a patients' representative during the establishment phase of the UCC and remains a closely engaged volunteer there. She gave an account of its purpose and activities. Basically the Centre exists to cater for minor injuries that do not need to involve A&E, but are sufficiently pressing not to wait for a GP appointment. The Centre is open 8am until 8pm and is linked to the Out of Hours service at other times. It is nurse-led, but always has a doctor present on site. No appointment is needed. It does not cater for long-term ongoing treatments, blood tests, 'second opinions', Immunisations or sick notes. It is not a substitute for the GP. It is meant for urgent diagnoses and treatments such as fractures and can assess needs, including x-rays (available on site). An MRI scanner is available on certain days, but needs a referral letter from a GP.

Apparently some patients had been attending 'inappropriately'. There was discussion about what was or was not 'appropriate', given that it was difficult to find information about exactly what the Centre offered. Attendance simply because a GP appointment was not available might be considered administratively inappropriate, but a patient might view the matter differently. A better definition of what is available and 'appropriate' is under review. The PPG supported attempts to achieve clarity in this matter.

Clare would attempt to quantify the problem associated with inappropriate visits to the UCC. Action: Clare

It was noted that large increases in local population size were already a strain on the existing NHS systems and this pressure will increase as more new

houses are built. The UCC is already attracting unexpected numbers of patients from west of our area.

4. Practice Update

Clare reported on several current staff changes, including the appointment of a new Administrator (Therese) and Reception Manager (Di), joining this month. Following a recent inspection, the Practice has been approved for supervision of trainee GPs.

5. AoB

(a) Individual medical records are now available via EMIS, but patients need to visit the surgery, bringing identification documents, to be given the necessary links to activate the system. Existing EMIS password and login details should suffice. Any difficulties should be discussed with staff at Reception.

(b) Morag is sending details of the PPG and its members to the Patients' Assembly.

(c) Peter S. reported on 'Health Connect' and that the PPG will need to register interest (if any) when it starts operating.

6. Dates of Next Meetings (at the Surgery, 6.30pm)

Scheduled for Wednesday April 22nd and

provisionally Thursday May 21st