

## **Southam Surgery**

### **Patient Participation Meeting notes**

**Friday 14<sup>th</sup> February 2020**

Apologies-Mrs Sutton, Mrs Harrison, Mrs Mckenzie.

Present- Mrs Pickering, Mrs Goode, Mrs Watkins, Ms Sangster, Mrs Roughan, Mrs Harris, Mr Hitchman, Dr O'Brien, Dr Martin, Dr Moss, Karen Marley, Bev Freeman.

Karen Marley welcomed everyone to the meeting.

Staffing- Dr Havard has moved on to a placement in George Elliot hospital. Dr Hannah Elcome will be returning from maternity leave mid March and Dr Ejemen Ejele will be starting as a GP Registrar at the beginning of March.

Dr Twinn started at the surgery as a salaried GP in October. We have a Clinical Pharmacist, Hitesh Tara, doing medication checks and reviews. Rita Church is our Social Prescriber; she is doing home visits to patients who need some non-medical support and advice. Patients can self refer to Rita.

Group Consultations- We are holding a pilot session on 24<sup>th</sup> February at Southam Clinic for a diabetes group. Group sessions have proved very successful in America, allowing people to discuss their problems in a group setting and picking up hints and tips from each other and improving their situation.

E consultation-will be introduced in late March this an app based consultation service which will direct you to the most appropriate place to help with your problem. You will be able to order repeat prescriptions, request fit notes and speak or see a GP if clinically appropriate.

Digital Angels will be in the surgery on 3<sup>rd</sup> March to help interested patients access the service. Another date will be available soon.

Blood tests are now available to book online.

Ms Sangster passed information from a meeting she had been to recently, there is a move to allow family members with power of Attorney access to be able to view records from day 1, a discussion followed and the main consensus was that access should only be allowed for the preceding year. Ms Sangster also went to presentation about demographics in the Warwickshire area, 58% of the population is obese and the suicide rate is getting worse. If anyone is interested in seeing the results of the survey please contact Ms Sangster.

Dr O'Brien talked about the lack of mental health services across the country. If there is not a support system in place problems can be caused. Mental Health is a priority going forward. There is not enough trained staff to cope; certain demographic will not

access the service. The Primary Care Networks are hoping to be able to provide support to adolescents and isolated people.

A Primary Care Network PPG is due to start soon, if anyone is interested let Bev know.

The surgery will have a Patient Survey running in May, anyone interested in helping please contact Karen.

Mrs Goode asked the doctors where they stood on the home visiting debate; Dr Martin advised that they would still visit patients at home appropriately.

A Paramedic visiting service has been proposed for the area.

The date of the next meeting will be confirmed shortly.