

**Summary of Minutes of Meeting
UPPINGHAM PATIENT PARTICIPATION GROUP
held on 10th May 2017 at 5.30 pm**

Dr Fox reported that the CQC had re-inspected the Practice. She was very positive about the visit and, though nothing could be confirmed for ten days or so, all indications were that there were now 'green lights in all boxes'.***

SD outlined current staffing changes. Dr Hopkins has left; **Alison Corah**, previously a Registrar, is now a salaried GP and **Ayesha Ladhani** will graduate in August and stay on as locum/on short term contract to cover Anu Kalra's maternity leave. **Sally Priest** joins as a full time nurse and, with Cheryl Swain, will be taking on roles like minor surgery and triaging to take some pressure off GPs. Mandy Robertson will take over the nurse manager role when Christine Westwood retires.

SD announced that he will be leaving the Practice in June and that his present deputies, Clare Jackson and Vicki Abbott, will share the manager's role on a joint basis as Business and Operations respectively. Jayde Dortmans is working as an admin assistant and another assistant will be recruited.

Patients still felt **telephone messages** to be misleading and it was also a concern that **communication with nurses** was not good. A better way of sharing information in general was needed, perhaps by using PPG members. Patients needed to be involved in decision making regarding their own treatment, and GPs aware of how this is best handled.

The suggestion that issues relating to **high blood pressure be considered as the topic** for the next Day was well received, as was the idea of showing short videos.

The one year pilot scheme set up through Rutland Council and the CCG is now operating. It was anticipated that this scheme would accommodate referrals re health or social care, but at present **only Uppingham Surgery** has accepted **and only Citizens Advice** is being provided. The service is well used but it may prove hard to measure what is achieved against its aims.

Problems with the **dispensing of prescriptions** and the issues this caused had again been raised by patients, and once ongoing discussions were complete a meeting would be called for those involved.

There is a contract covering the core services that the Practice has to offer. In addition there are other areas where the Practice is not contracted to act but it can chose whether or not to opt in and therefore be paid accordingly. **Historically the Practice has offered a number of treatments on a goodwill basis:** it is not paid for these. Different Practices are free to choose what they offer beyond the core contract. **Ear treatments are not part of the core contract.** Uppingham Practice has decided to **offer ear syringing on a goodwill basis** and, in order to rationalise this provision, has set up nurse-led clinics. Ear suction, a specialised procedure formally commissioned, has proved too expensive to continue. Patients for this are referred to hospital or need to look outside the NHS.

Branches are working well. There are occasional times when a branch closes because the dispenser is working alone; several PPG members offered to make themselves available if this would ensure the branch remain open. Healthwatch has offered to come to Barrowden and talk in order to get more feedback and response on local services. This will be on 27th June and the evening will include an awareness session on using the defibrillator.

6. Date of next meeting

The date of the next meeting is Tuesday, 4th July at 5.30 pm.

***** LATE NEWS Uppingham has now been given the green lights by the CQC Inspectors, confirming that all services are regarded as good, safe and well led.**