

Friends of Amersham Health Centre (FAHC)

Open Meeting, 4th September 2019

Attending:

- Dr. Gabe (Senior Partner)
- Patrick Clarke (Chair)
- Meeta Jobanputra (Practice Manager)
- Vivienne Pozo

- 57 members

1. Introduction and Friends Update

Patrick welcomed the members to the 4th open meeting of the Friends. He introduced the new Practice Manager, Meeta Jobanputra, who has been with the surgery for 10 years working her way up from reception, prescribing clerk, phlebotomy, assistant practice manger and now to her current role.

He summarized the formation of the Primary Care Networks (PCN) which AHC will be working very closely with 5 other Practice with a population of 43,000. The PCN will have joint clinical directors of which one is Dr Gabe and Dr Shaheen Jinah from Hughenden Valley.

Patrick discussed the relationship with the other PPGs in the area and also the importance of involvement with the 5 Practice Managers within the PCN as the surgeries are working closely. He announced that an initial meeting for Mid-Chiltern PCN Managers is to be scheduled in the new future. He discussed creating the logo for the PCN and introduced the chairperson of Rectory Meadow PPG who the FAHC are working closely with.

Patrick also announced that a further patient's survey will take place later in the year. This is a repeat of the survey that took place 2 years ago. This will seek to identify new priorities for the FAHC to focus on going forward.

It has been recognized that the Surgery requires a more up to date check in screen. The cost of a new screen will be £2500. The FAHC are supporting to raise funds for this.

2. Update from Dr. Gabe

Dr. Gabe's update covered 4 topics as follows:

1. Shortage of Drugs

Dr Gabe identified the shortage of certain drugs for example HRT and Adalat. It seems to be due to factors causing unprecedented problems in the supply chain. Dr Gabe apologized for the inconvenienced this may cause.

2. Improved Access

The Surgery with the PCN now offers 8 to 8 appointments. These are routine GP, Physio (triage only) and Minor Illness Clinic every Wednesday evening. We offer 1 in 7 GP appointments on a Friday from 4pm to 8pm. The Saturday clinic is now supported with another clinic every 1 in 8 clinic from the Improved Access scheme. The long term plan is for all surgeries to be open from 8am to 8pm. Hence with the PCN and Improved Access patients will be able to see GP's across the 5 surgeries.

The Sunrise clinic which was every Monday as now been moved to Tuesday.

3. Technology in GP Practice

Dr Gabe highlighted how the surgery is moving forward with recent technology implementation:

ASK NHS App Ask NHS is an app that has been developed for patients to use on their smartphones. It includes a Symptom Checker that patients can use for health related issues. It has been available from 1st June and will be integrated with other NHS systems, including EMIS and the 111 service

Q Doctor (which is skype consultation-under discussion at present)

AccuRX – individual text service allowing GP to communicate test results and the surgery to inform patient if prescription is ready. However consent must be obtained from patient beforehand to enable the surgery to send out SMS messages.

Consultant Connect- app that allows a photograph to be stored on patients notes for example of a skin lesion. Also enables GP's to send to Dermatology for further advice.

Dr Gabe spoke about the crises that the Dermatology Department is facing with shortage of recruitment. The waiting list to see a consultant is now approximately 6 months for a routine appointment.

4. Primary Care Networks (PCN)

Dr Gabe spoke excitedly about the new Government PCN initiative and that we have created a MIDCHILTERN PCN with Rectory Meadow, John Hampden, Prospect House and Hughenden Valley with her chairing as joint Clinical Director.

Dr Gabe discussed how the PCN is about improving and enhancing the GP local community and how Primary Care are fighting with Secondary Care for their share of finance and keen that Primary Care has a voice for the share of the budget. Dr Gabe raised that it would be very useful for FAHC to communicate back to the surgery what services they would like to see.

Dr Gabe gave some factual accounts on the health demographics for our PCN. The 5 surgeries had many similarities.

Dr Gabe announced that the PCN has now successfully recruited a clinical pharmacist and a social prescriber who will work across the 5 practices.

After a short Q&A session, Patrick thanked Dr Gabe for giving up time to talk to the Friends and provide such an informative update. He then closed the meeting.