

Friends of Amersham Health Centre (FAHC)

Quarterly Meeting, 25th September 2018

Attending:

- Dr. Gabe (Senior Partner)
- Patrick Clarke (Chairman)
- Paul Morris (Secretary)
- Daphne Lally
- Ann Whiteley

- 30 members

1. Introduction and Friends Update

Patrick welcomed the members to the meeting and summarised achievements since the last meeting:

- Health talks have been launched. The first on Planning for Emergencies took place in June and was well received by the attendees.
- A 2nd talk on End of Life care has been arranged for 27th November. Paul briefed the meeting on Chiltern Compass which is a new End of Life project based in Amersham and Chesham to support those considering their end of life care. This project will provide opportunities to enable people to begin to discuss their wishes and plans with family, friends and professionals. This talk will be given by Chris Foote and Bryn Neal from Chiltern Compass and an invite will go out to all members shortly.
- Regular newsletters are now being issued. So far there have been two releases – July and September -and the next newsletter will be issued in November. Patrick thanked Daphne for all her hard work in preparing the newsletters.

In addition, Patrick commented on the fact that a significant number of patients don't have on line access. To reach this community, a glossy publication is planned for the future which will be made available for pick up at the Practice.

Patrick also commented on the importance of funds to cover the costs of printing, room hire and paying for speakers and welcomed any donations from the attendees.

2. Update from Dr. Gabe

2.1 Staff Changes

Dr. Gabe opened her talk by referring to the constant change that the Practice is facing and in particular the significant number of staff changes that have taken place:

- Dr. Passi has left the Practice after 12 years.
- Dr. Hui has returned to the Practice.
- To enable a closer linkage between doctors and patients, each doctor at the Practice will work no less than 3 days a week covering 6 sessions. This should enable a more even coverage of doctors across the week.
- Joanne Turner has left after 14 years' service and a replacement for the Minor Illness Clinic has been recruited (Denise Parslow).
- Jo Dashwood has left and Katie Murphy will replace her as main prescribing clerk.
- Dr. Wood will be working 2 mornings a week.

2.2 Improved Access

Another area of major change is the Improved Access Initiative which comes into effect on 1st October. Dr. Gabe summarized the key points of this initiative as follows:

- Patients will have access to a doctor 8.00am to 8.00pm, seven days a week.
- These are for routine pre-bookable 15 minute appointments only. The Out of Hours service will continue to run as normal for acute emergency medical problems.
- The Practice is working with 8 other Practices in the Amersham and Chesham district to make this happen. Collectively the 9 Practices will share the additional workload which means patients may get an appointment at one of the other Practices (if one is requested outside normal working hours).
- The impact on Amersham Health Centre is that it will stay open until 8.00pm on one evening a week and open at 8.00am on two or three mornings a week. In addition, it will stay open on Friday evenings until 8.00pm and an additional Saturday morning clinic on a rota basis with the other Practices. In total this will give patients an improved extra 5.5 hours of doctor / nurse access per week.
- Patients wishing to book these appointments should do so via the phone as on line bookings will not be possible.
- Dr. Gabe described some of the challenges of implementing this new initiative. For example, six of the other Practices work using the new EMIS computer system which means they can access the medical records of Amersham Health Centre patients. However the remaining two do not use EMIS so how the Initiative will work with these Practices is unclear at present.
- The Practice will operate a physiotherapy triage service on Wednesday evenings. Patients will get 15 minute appointments. Dr. Gabe emphasized this is a triage service and not a treatment service for assessment of joint and muscular problems.

2.3 Flu Update

Dr. Gabe gave an update on this season's flu campaign. There are three vaccines available this year:

- For **over** 65s (a trivalent Adjuvanted which has been specifically developed to give a better immune response in older adults).
- For **under** 65s a quadrivalent which provides protection against four strains of flu).
- For children up to 12 years old.

Patients can get their flu jab either through a bookable appointment or through one of the drop in sessions.

2.4 Summary Care Records

Dr. Gabe informed the meeting that patients can have access to their medical records through Patient Access. Anyone wishing to have this access should contact Reception at the Practice. Feedback on this facility will be welcomed.

3. Meeting Close

After a busy Q&A session, Patrick closed the meeting by stressing the importance of patient participation. He welcomes more involvement from the membership both in terms of attendance at meetings and talks but also in joining the Committee. He emphasised that Committee membership is not about expressing opinions but is about taking responsibility for an activity. Anyone attracted to such a challenge should contact one of the current Committee members or email to membership@fahc.org.uk.

The meeting closed at 8.35pm.