

Friends of Amersham Health Centre (FAHC)

Quarterly Meeting, 22nd May 2018

7.30pm

Attending:

Dr Gabe – Senior Partner
FAHC Committee Members

- Patrick Clarke (Chairman)
- Paul Morris
- Roy Masters
- Caroline Morris
- Ann Whiteley

36 Friends

Minutes

1. Introduction by Patrick Clarke

- Patrick welcomed the members to the meeting and summarised the achievements of the last year:
 - The FAHC Committee was formed and there is now close to 750 FAHC members.
 - The survey was conducted and findings presented to the membership.
 - Work had started on communications with the first Health Talk now arranged for 5th June.
 - Three open meetings have taken place.
- Going forward, Patrick stated the priorities for the future as follow:
 - Supporting the Practice in the use of on-line systems.
 - Improve the regularity of communications to the membership.
 - Increase participation with other PPGs and Health Watch.
 - Continue with Health Talks. After the 5th June meeting (Knowing what to do in an emergency could save your life), the next talk will be on First Aid.
 - Fund raising to support the need for room hire, printing materials and First Aid training.

2. Update from Dr Gabe

Dr Gabe gave the members the following update:

- This year marks the 70th anniversary of the NHS. Dr Gabe stressed that it needs to retain the values of the past and at the same time meet the challenges of the future. This puts huge strains on the organisation. Dr Gabe would value feedback from the Friends on the service provided at the local level.
- Last year, the Practice implemented the new EMIS computer systems. This project went very well. Some issues remain; in particular the way data from the old VISION system has been moved across to EMIS. There isn't always a match so patient access to medical records can look a bit confusing.
- Oxfordshire Mental Health are moving into the building. Some building work is taking place to accommodate this move but disruption is being kept to a minimum
- Dr Gabe summarized the clinical priorities for the current year (runs from 1st April to 31st March):
 - **Dementia Care.** There is an emphasis on early detection of memory impairment as well as support for carers. The local CCG has commissioned support from the Alzheimers Society who are able to conduct memory assessments for patients. (these assessments can also be carried out by doctors). End of Life care plans are another vital part of Dementia Care.
 - **Support for NHS Health Checks.** Anybody between 40-75 years of age is eligible for a free health check every 5 years. These health checks are important in the early detection of some medical conditions e.g. type 2 diabetes cases of which are increasing nationwide.
 - **Year of Care.** This is about improving the care for patients with long term conditions such as diabetes. It puts patients in the driving seat of their care with a focus on patient empowerment.
 - **Staff Training.** There has been a number of new receptionists joining the Practice recently. In addition, two staff are being trained as Care Navigators which will enable them to provide a more enhanced role in helping patients. Dr Gabe described it as providing the Citizens Advice Bureau for healthcare. Staff are also receiving mindfulness training to help cope with the stresses of the job.
 - **On Line Appointments.** The Practice has operated for many years with the model of same day appointments. This will continue. This has worked very well, but has some disadvantages which are well known (e.g. difficulty of getting through at 8.30am on the phone). Demand for appointments is also changing. In the past, Monday and Friday were the busiest days with Thursday the least busy; now the demand is the same for every day. The Practice recognises the demand for on-line appointments and as a result, one third of same day appointments will be available for on-line booking. This will be

introduced during June. This important change in appointment booking will be advertised to the patient population. ***It should also be noted that patients must first register for on-line access before they can book appointments on-line.*** Patients should contact Reception or visit the Amersham Health Centre web site for information on how to register.

- Patient Records. Two types of patient record exist. Summary Care records and Patient Access records.
 - Summary Care Records are only available to other healthcare professionals. This requires the patient's permission before access is given. These records can provide valuable information on a patient's allergies (e.g. penicillin), medical conditions and drug history prior to treatment by medical professionals.
 - Patient Access Records. These are available from EMIS and offer a personal view of an individual's past medical history to those who have registered for on line services.. A patient can request access through their GP.

- DNA (Did Not Attend) Stats. For the first four months of the year, the DNA data for book on the day doctors appointments was as follows:
 - January 43
 - February 45
 - March 50
 - April 48For the Express Clinic, it was 15 per month and for Phlebotomist appointments it was 20 per month.

Given the high demand for appointments, Dr Gabe asks all patients to please cancel in advance if they are unable to make any appointment.

- There is a shortage of radiographers in our region which is causing a delay in getting back X-ray results. Dr Gabe apologised for any difficulties this is causing.

- 8 till 8 appointments will be introduced in the autumn. More information to follow.

3. Meeting Close

The meeting closed at 8.50pm.

The next meeting will take place in the Autumn.