

PATFORD HOUSE SURGERY

MINUTES OF PATIENT PARTICIPATION GROUP 26th JANUARY 2016

Those present: Dr Paul Harris, Helen Strevens, Dennis Price, Michael Murphy, Imogen Willgress, Warren Finney, Andrew Lander and Ellie Chudleigh

Apologies: Howard Marshall, Richard Gardner and Mark Pickavance

Warren Finney and Ellie Chudleigh were welcomed as new members of the group. Dr Harris explained that the idea of the group is that it should basically run itself, rather than being organised by the surgery. New members will receive a copy of the Terms of Reference via email.

Minutes of the last meeting were reviewed and updates given on the following:

New Member Recruitment: for the PPG a core group is needed with others on the periphery – PH explained that the surgery is looking towards John Bentley School as a possible recruitment area as Patford are already involved in supporting the school's career day. The frustrations of the defunct TV promoting capacity in the waiting rooms was discussed as well as the possibility of using Calne Twitter feed, the Gazette & Herald Twitter feed and the @CalneTC (Town Council page to raise further interest.

PPG on webpage Howard Marshall has produced the article about the PPG and it is now on the website – thanks to Howard for that.

DNA rate: the surgery has 'upped' the response to this – if a patient misses 3 appointments in a 12 month period without good reason then a strong letter is sent and if it happens again they will then be removed from the lists. Almost 10% of patients will miss an appointment at some time.

Patient Information: Imogen W has taken on the task of monitoring the waiting room displays and replacing them when there are specific themes to address. This is done through liaison with Helen S as the need arises.

Patients need to be more educated about self-care – Paul H pointed out that the way forward is to have good liaison with the local pharmacists so patients can approach them with confidence but it seems that the turnover rate for pharmacists is currently high so it makes it impossible to build working relationships with the surgery. Ellie C suggested promoting the helpline for NHS Direct as she had friends who had benefitted from using it - this option needs checking out to make sure it still exists but is a positive idea to promote if it does.

Multi Discipline Team Update: the lease on Patford House runs out in Oct 2016 – there is still no news of a lease extension. On 21st January there was a meeting with the Town Clerk, Chief Finance Officer, Director of Primary Care, Estates Officer, Estates Director for NHS England and the Patford House Team where proposals were discussed and approved in principal but more detail was needed from the other practices before any ideas can be formalised. Dr Harris explained that there is a possible site in town which could be used and Broken Cross Medical Centre would be sold off and the integrated medical team would move in with the surgery. An Acute Care facility would also be incorporated into this and would be nurse led but supported by GP's from all the town's practices, who would be rostered in turn. This would mean that waiting times to see a doctor would drop and

there would be more opportunities for pre-booked appointments. This scheme is working really well in Manchester at the moment. The local GPs would all still do their usual palliative care visits and elderly patient visits or care home visits where those patients need to see the doctor who knows them and their needs. Another benefit of this site would be that facilities could be provided for visiting specialists so patients could be seen locally. The local multi-discipline team is winning plaudits for its work across the county – the mental health staff are working with the district nursing team and have space to do so in Broken Cross. They are looking forward to the possibility of working together in the new centre.

The CCG will not release any funds until they know that the locality is agreed and they need to know that even if the other two surgeries support the Acute Care facility Patford will not be merging with them. Dr H also explained that with the proposed 7 day a week service coming in to being more resources would be needed and more funding – wages for working at the weekend will be higher for the support staff and funding will be needed or more provision will be cut in the week to subsidise it.

There is a meeting on 8th February 2016 for members of the CCG and the other practices to get together and try to ascertain a feasible plan for the future.

Michael M suggested that it would be good to have an integrated PPG if the surgeries were going to provide an integrated service – this is 'on hold' until the outcome of the plans happens but was thought to be a positive idea.

Advert for a new partner: Dr H explained the need to replace Dr McCay, who moved away in May 2015. It is a complex situation – mostly because young doctors are being tempted away by better pay and conditions to work in Australia or New Zealand and with the impact of the new contracts for junior doctors coming with effectively a 20% pay cut there simply aren't doctors available to fill the places. Until now, advertising with the local GP training centres has always been a way to recruit new doctors but there has been no interest at all. That means that national advertisements are needed in the BMJ which entails considerable expense for the surgery – there will be one in this Friday. As Patford House is not owned by the Dr's the incoming partner would not have to raise lots of money to join, which could be a big bonus and they would also be encouraged to pursue their individual interests in patient care. There is a GP trainee in their final year starting at Patford House in August and Dr Searle, who is a trainer approves of this individual so this will take off a little pressure but August is 6 months away! Hopefully the BMJ ad will source a suitable candidate.

AOB

Dr H thanked Howard for his contribution to the group and explained that he was finding it hard to keep up with so many commitments so wished to end his time as chairman of PPG.

Imogen is going to look at creating some sample activities to occupy younger children while they are waiting and will include Sutton Benger with any resources she makes.

Ellie suggested we have name badges as she didn't know anyone – Dennis suggested name labels on the table. Imogen offered to do something about it for the next meeting.

Date of next meeting: Tuesday March 1st at 6.30pm

Items for Agenda for 1st March

Revisit Terms of Reference – Warren

Patient Survey ??

New Premises Update – Dr H

New Partner Update – Dr H