

PRESTON GROVE MEDICAL CENTRE

Meeting of the **Patient Group** held on **Monday 8 January 2019** in the **Common Room** at **Preston Grove Medical Centre**.

Present: David March, Patient (Chair)
Malcolm Jefferies, Patient (Vice Chair)
Michael Tritton, Patient
John Hann, Patient
Karen Lashly, Practice Manager, Preston Grove
Mike Way, Patient
Kathy Way, Patient
Chrissie Gee, Patient

1 Welcome and apologies

- 1.1 David welcomed everyone to the meeting and wished the members a Happy New Year
- 1.2 Apologies were received Christine Lincoln, Ruth Hann and Dee Williams.

2 Minutes

- 2.1 Michael pointed out that the 'member' should read 'meeting' in item 3.7. The minutes of the meeting held on 5 June 2018 were agreed, subject to this amendment.

3 Matters Arising

- 3.1 Minute 3.1 - Karen said unfortunately the Practice had lost the fact that the minutes were not being updated on the website. This would be rectified and the newsletter that David had produced would also be added on the website.

Action: Karen to arrange for Patient Group information on the website to be updated.

- 3.2 Minute 3.2 Malcolm advised that 'My Diabetes My Way' is proceeding well and Karen confirmed that in Somerset those partaking are now in excess of 2500 which is ahead of the target figure.
- 3.3 Minute 3.5 Karen advised the Practice is most concerned with patients on the chronic list who do not visit the practice to deal with issues that are in their best interest from a health point of view. These patients are sent four letters over a course of time asking them to make contact; the third letter is a warning that they will be removed from the patient list. If they still fail to make contact a Doctor will phone the patient. If this fails the final letter is sent advising the patient they will be removed from the Practice list and will not receive any further prescriptions.
- 3.4 Item 7.2 Karen confirmed that Preston Grove no longer carry out Health Checks. These are carried out by a private provider who does not have access to practice lists. Therefore patients can only book a Health Check if they response to an advertisement or the provider is able to obtain patient names from other sources and make contact.
- 3.5 Item 7.3 Cholesterol checks are part of the Health Checks so they are not offered to patients; however GPs can give patients a Cholesterol check if it is deemed necessary.
- 3.6 Item 7.4 Karen advised that the Paramedics would not be able to attend a future meeting as they are still on duty at that time. However she would be happy to invite a Health Coach.

4 Updates from the Chair

- 4.1 David advised that the relationship between the Chairs and Vice Chairs of the Yeovil PPGs (Hendford Lodge, Ryalls Park and Penn Mill) is going well. John Falconer, the Chair from Ryalls Park is very proactive and continues to coordinate the meetings. John sits on the Executive Committee of the Somerset PPG Chair Network. Both David and Malcolm attend the Somerset PPG Chair Network to represent the Preston Grove Patient Group.
- 4.2 The Yeovil PPGs will be meeting with Michael Bainbridge (Associate Director of Primary Care) and Tanya Whittle (Deputy Director of Contract) at Somerset CCG. At this meeting they will be addressing the future of Primary Care, the progress with Fit for My Future and how that will impact on GP Practices.
- 4.3 The allocation of £1.8 million for GP Practices was released to the Local Medical Committee. Applications for funding can be made through Jill Hellens, the Manager for the LMC and the local GP Board). A paper has been put forward on how this money is being spent as it was not given directly to GPs.
- 4.4 David said that On-Line Consulting has been receiving media attention. Karen confirmed that she has attended meetings regarding this as Somerset CCG has purchased the package. There has not been enough feedback to confirm whether it is effective, so Preston Grove will wait for it to be rolled out again before signing up.
- 4.5 David said that the Somerset PPG Network meetings continue to include STP updates from Nick Robinson. Devon Docs have also attended a meeting as the new contractors for the Somerset NHS 111 service. Devon Docs are currently running this service and will formally take over the contract in February 2019.
- 4.6 The PPG Chair Network receives regular updates on the Health and Care Strategy from Amanda Hirst.
- 4.7 Karen said it was good that the Preston Grove Patient Group is getting known and raising their profile.

5 PATIENT BENEFIT FUND

- 5.1.1 Karen confirmed that there is currently £124 in the Patient Benefit Fund.

6 PRACTICE HEADLINES

- 6.1 Two new members joined the team at Preston Grove in late December 2018:
- Nicola Heathcock is a Paramedic who is working across the week covering staff
 - Miranda Lodge is a Nurse who is working three days a week
- 6.2 Preston Grove is currently advertising for two receptionists.
- 6.3 The Acute Teams are running sit and wait sessions for patients during the afternoon. These are between 2.30 pm and 3.30 pm, 3.45 pm and 4.45 pm and 5 pm to 6 pm. The teams are made up of a Paramedic, Nurse and Nurse Practitioner, so potentially there are 12 appointments available each session. Patients have to make an appointment for these sessions and will be signposted to the right person. Waiting times will vary from a few minutes to an hour. There are a number of patients who are not turning up for their appointment.

- 6.4 These sit and wait sessions will eventually be rolled out to morning appointments and a GP will be included in the team.
- 6.5 Mental Health patients are now seen by the Health Coaches, who have received training. Health Coaches can listen to patients for up to 30 minutes and then refer them to a GP if required.
- 6.6 This new system is helping the Doctors by relieving some of the pressures on them.
- 6.7 Somerset CCG is resuming Assurance Visits to Practices, as they will be holding GP Contracts from April 2019, which are currently held by NHS England. Somerset CCG will be visiting Preston Grove Surgery on 4 February. The aim of the visit is to find out the current position of the Surgery and performance monitoring. Karen will give feedback from this visit.

Action: Karen to update the members on the CCG Assurance Visit held on 4 February 2019.

- 6.8 The Practice will be holding an Away day on 14 January 2019 to discuss changing how appointments are delivered. The current way of working is not sustainable as demand is too high. The Practice is well staffed with no vacancies and there is no money available to employ additional staff; Practice funding has not been increased in the last ten years. And there is a funding gap between Somerset and the rest of the country.
- 6.9 Patients need to be educated to help themselves and not visit their GP at the first signs of minor ailments such as a cold – Pharmacists are able to advise people and over the counter medications such as Paracetamol can be used before seeking advice from your GP.
- 6.10 The potential model being considered is to divide the Practice into 2 to 3 teams, with the doctors working together and sharing patient lists rather than having individual lists. Patients will always get to speak a member of their team, so will not have to call at 8.30 am for an appointment. The team will work with patients to ensure they seen the right person, if necessary they may see more than one person during an appointment. The receptionists will still be asked to signpost patients and routine appointments will not be with GPs.
- 6.11 This is a vision and before any decisions can be taken on changes to the appointment system a lot of details need to be looked into further and staff have to be briefed along with the Patient Group.
- 6.12 Karen said that the South Somerset Federation of Practices is now meeting two times a year. Within the Federation the Practices are split into three groups (West Practices, the rural network in the East and Yeovil Practices). The Yeovil Practices have asked to meet with Yeovil Hospital to raise some issues and this meeting should take place in February. A Neighbourhood meeting is taking place with Somerset Partnership and Musgrove Park Hospital, who provide community services, looking at how they can work together.
- 6.13 Hendford Lodge and Abbey Manor Practices have merged and are known as the Diamond Group. Oaklands Surgery has merged with the Yeovil Health Centre.
- 6.14 The patient list at Preston Grove is increasing with patients transferring from Ryalls Court and Oaklands Surgeries.

7 Any Other Business

- 7.1 Malcolm reported that he had received a good service from Preston Grove during a recent illness, having initially approached NHS 111 and A&E who were not very helpful. Malcolm had seen the Acute Team and wanted to praise their services. Both David and Chrissie agreed with this having also received good care from Preston Grove.
- 7.2 David would like to hold an AGM, as outlined the Terms of Reference and Patient Group Rules. This will be to look at the structure of the group and people who hold office. David confirmed that he would now be away for three months at a time so the group needs to decide whether they are happy for him to continue as Chair and working with Malcolm as Vice Chair.

Action: David would email Karen, Malcolm and Christine with further information regarding the proposed AGM.

- 7.3 It was agreed that Christine would liaise with Karen to arrange dates for 2019 meetings and these would be circulated to the group.

Action: Karen and Christine to agree future meeting dates and circulate to the group.