

SOTHALL MEDICAL CENTRE AND BEIGHTON HEALTH CENTRE
PATIENT PARTICIPATION GROUP MEETING HELD AT SOTHALL
5pm 12/03/2015

Chairperson Dr Tim Williams

Members Present

SR/DR/JA/MF/BF/MK/CD/JM/BM/PH/JS/KS/SW/SS/MT/BT/JW/JE/CT/DH/TH

Apologies. TS

Dr Tim Williams opened the meeting by apologising for the last meeting being cancelled

Minutes from last meeting – no one had any comments

1. Beighton Update

The lease will expire at Beighton Health Centre in April 2015 Dr Williams said it was most likely the practise would take a 3- 6 month rolling lease.

2 Staff

Graham Collins who was joining as a partner has decided to return to his previous practise. The situation at the surgery is not helping. It is hard to employ good quality GPs. Doctors leaving University are not opting to do GP work. Money has been provided to encourage them to go into GP work in some of the country.

Dr Ellis is now doing 3-4 sessions per week as a salaried GP.

3 Nurse Practitioner

The surgery has advertised many times for the above post but without any suitable applications this has now been shelved. The practice is looking to appoint a Physician Assistant – These are graduates with science degrees who have had 2 years additional medical training.

4 Would the surgery take on any more patients

Dr Williams said they would not want to take on any more patients and did not have to take any from Westfield due to locums running the surgery, although this is not ideal. Due to General election coming up things were very much up in the air. **David Cameron challenge ideas have been that a group of surgeries would work together opening longer hours – work weekends.**

5 Care Plan

This is for long term conditions and people would take ownership of personal care. The patient would receive a letter to attend with Health Care assistant (HCA) A questionnaire would be completed to assess level

Level 1 = Individual believes health situation is nothing to do with their lifestyle

Level 4 = Very good at managing oneself there by using NHS services less

Not all will get a letter only 2% which are the people at higher risk of hospitalisation

6 Warfarin

A comment was made about Warfarin Patients being able to take own blood test something for the future. Warfarin may be a thing of the past could move to tablet form

7 Type 2 Diabetes

A member asked was it possible to have a meeting for type 2 diabetes patients rather like a self-help /peer support group rather than 1-1 with the doctor this could save valuable Drs time. A member who had recently moved from Northumberland said it had worked there he had also attended the DESMOND group. Dr Williams said it was a good point possibly facilitated by a trained Health Champion and could possibly be run along the same lines as the swimming group with Health Champion Sharon which was very popular.

8 Friends & Family

This is a David Cameron Initiative, the most useful will be the comments on the cards. It was suggested a message should be put on the screen so that people will read whilst waiting to be called, although there was a poster by the electronic signing in screen, members said there is not always time to read it especially if someone else is waiting to sign in.

91% were extremely likely to recommend the surgery

The forms will be collated throughout the year and will be available to complete at various places [see below](#) **

9 Increase representation of group

Over represented by maturity would like to get younger age group involved

Thoughts were as follows

Change time of meeting 5pm is possibly not a good time for people with young children or people working.

Stall at Crystal Peaks **

Stall at Bighton Fun Day **

Lifestyle Centre **

Medication bags at chemist **

Leaflets

Radio/TV

10 Survey

There were 647 questionnaires returned, a member asked why so low considering the number of patients.

Dr Williams said this was a reasonable Number and many more than last year

Comments from questionnaires

Transport

Appointments

Online booking

Open phone lines earlier

Sit and wait rather than book appointment as in the early days although the general consensus was this was a step backwards.

Keep both surgeries open and reduce services

open reception at lunch time

Triage system – Dr Williams said Mondays was the worst day anything between 40-70 calls could be answered and a second doctor quite often helped out after 9.30 calls for the triage service were only open

until 10.30 am

Beighton Patient said not many people knew about the survey – where was it advertised,

Was it in local free news paper

Forms on reception at both surgeries

Forms in both Chemists

Last year's survey comments were

Privacy at reception – seating was moved to try to give more privacy whilst at reception but then staff were unable to keep an eye on patients when waiting to be called. Seats were put back

Plants have been installed to make a gap this seems to be working

Notices have been placed asking to stand back from reception to give the person in from privacy

GP details /Interest – a list was given out to each member

11 Practise Plan

Volunteers List – what would you be prepared to do?

What would the practise require to help?

Developing community champions

Help at Beighton Fun Day July 11th

What info do you want to gather i.e. via questionnaire?

Get Agenda out in good time for next meeting to enable answers / questions from other people

Advertise before Beighton Fun Day

Would welcome views from members

Face book page

12 Choose and book

Dr Williams explained – Once a letter has been dictated a patient would be able to book their own appointment after collecting paper work from the surgery after 1 week. This should be more beneficial, this was tried some years ago but had problems, it has now been brought back.

13 Electronic prescribing to chemist

Other practices have mixed experience – what do the members think?

People who have 2 or more items per month would be better on pre-paid prescriptions either, 3 months £29.10 or annual £104.12 as at March 2015 – The chemist within Beighton Health Centre will apply on line while you wait in the chemist

A member asked if it was possible to have more than one month's prescription at a time – yes usually two months. Two years ago the CCG had stated that all prescriptions must be for one month but that has now been lifted.

A few comments were made regarding Sothall chemist i.e. problems with quantities patients were having to return to chemist to pick up remaining tablets

Attitude- although some members said the girls were still the same staff when Andre was there so it was not their fault there seemed to be a shortage of medication

Wrong name on prescription –

Dr Williams will have a word to convey the concerns

A meeting to be organised for Beighton Fun day ideas

Next Meeting TBA