

GEORGE CLARE PATIENTS GROUP

Notes of Meeting 30th October 2014

Present: Ron Hodson (Chair) Dr Susan King
Andy Behagg (Vice Chair) Sandra Rylance
Lynda Behagg (Treasurer) Richard Cross
Heather Day (Secretary) Robert Davies

1. Apologies and Absence

Terry Schooling, Josie Dragon, Cliff Dragon, Carol Duane, Florence Newell, and Tracey Bridgement.

2. Notes of the Meeting 31st July 2014

The notes were accepted as a true record of the meeting.

3. Matters Arising

3.1 Update from Tracey Bridgement:

- Practice Survey – should be completed by the end of the month.
- 'Flu Vaccinations are in full swing and there has been a good take-up.

3.2 Appointment Reminders by Text - Lynda reported that despite giving her mobile phone number and requesting text reminders, she is still not receiving them. Both Sandra and Heather said they were receiving the texts but that they were received almost immediately after making the appointment, rather than the day before the appointment. Dr King advised that reminders should be sent both after the appointment was made and again one day before the appointment and would ask Tracey to check the system was set up correctly. She also said that the number of "Did Not Attend" had reduced since the implementation of the text system.

Action: Dr King/Tracey

3.3 Practice Changes – Dr King said that recruitment of two doctors had been completed – Dr Emily Copeland, and Dr Anna Davies who would be returning to the Practice in May 2015. Dr Watts was leaving in March 2015 but no-one had been appointed yet to replace him. Dr John had made it known that he would probably be the next to retire but no date has yet been given. Although there appeared to be a national shortage of general practitioners, all agreed the George Clare Surgery had done well to attract the recent recruits.

3.4 Disabled Signage and Parking – Dr John had previously agreed to reconsider the location of the disabled parking bays, which are currently sited on the left-hand side of the entrance to the car park and necessitate walking across the busiest part of the roadway, and to have the signage and crossing repainted. Dr King would progress this.

Action: Dr King

4. Correspondence

4.1 Ron had received an email from Peter Tanner concerning the problems people with pre-booked appointments were experiencing in gaining access to the surgery first thing in the morning. Peter pointed out that those who have pre-booked appointments are unable to get into the building or get to the booking-in machine because so many people congregate around the entrance. Lynda suggested that it

would help to have both doors open and Richard suggested that a mobile sign could be set up outside where those with pre-booked appointments could queue, thus making it obvious to others that they do not need to join the main queue. Dr King would take these suggestions forward to Tracey.

Action: Dr King/Tracey

- 4.2 Care.data – Ron said he had heard it was intended to re-launch care.data under a different guise but Dr King said she was unaware of this.
- 4.3 CCG Finance – A “The Not So Good News” document from Cambridgeshire and Peterborough CCG concerning the perceived financial difficulties they were expecting over the next 10 years had been circulated to all members. Ron explained that one of the areas where savings could be made was for people to stop going to A&E unnecessarily. He said 67% of people turning up in ambulances, particularly those with chest pain and the elderly, are admitted. He also said that the 111 service now employs a doctor to ensure that call handlers are taking the correct action. Dr King advised that the Practice was looking specifically at those who attended A&E when out of hours was more appropriate. It was also noted that the Minor Injuries Unit was now also dealing with minor illnesses, although this was not widely known.

5. Isle of Ely Updates

- 5.1 Older People Contract – Richard reported that United Care Partnership had won this contract which starts in April 2015. It will have a budget of £800m and run for five years initially, but may be extended. The contract will provide ‘joined-up care’ in the home for older and vulnerable people and those with long-term conditions.
- 5.2 Shortage of GPs – Ron reported this was a major concern to all PPGs in the Isle of Ely LCG. The new GP contract appeared to reduce GP pay while giving doctors more to do, so many will consider retiring or leaving the profession. The Patients Forum requested a meeting with NHS England to discuss the situation. The reply that was received stated we need to discuss any concerns with Health Watch who will then liaise with NHS England on the Forum’s behalf and then report back to the Forum.
- 5.3 Friends and Family – Ron advised that the Isle of Ely LCG has asked all practices to participate in a survey to evaluate the services provided by the practices. This is a national requirement by the Government and involves all patients when attending their surgery being asked a specifically worded question – “We would like you to think about your recent experience of our service. How likely are you to recommend us to friends and family if they needed similar care or treatment”. The survey would be completed every month, analysed by individual practices and the results reported monthly. The Isle of Ely LCG also said that a second question should be asked and requested suggestions for this from all practices. It was likely that each practice would make a different suggestion and it would be impossible to get all to reach a decision about one suitably worded question. It was therefore agreed by all present to recommend only one question be asked.

6. Dr’s Question Time

- 6.1 Repeat Prescriptions – Lynda said that if a patient needed one item mid-month from their repeat prescription the whole of the prescription list was printed, thus creating a waste of paper. Dr King replied that all repeat prescriptions were now sent electronically so this shouldn’t in future be a problem. She also said she had trialled the electronic system for acute prescriptions but it had not proved to be efficient enough at present as patients often arrived at the pharmacy before the prescription had arrived.

Heather advised that those who had their repeat prescriptions delivered to home by Lloyds Chemist now had to ring the pharmacy the following day to order their next month's requirements. Dr King said that was not how it was intended the system should work and that it left room for more error. Dr King would ask Tracey to resolve this.

Action: Dr King/Tracey

6.2 Survey – Lynda pointed out that the survey form does not include “Not applicable” as an option when answering the questions. Dr King replied that where appropriate the answer should be left blank and would be accepted as being not applicable.

7. Any Other Business

7.1 Sandra reminded everyone of the Transport Policy meeting being held on Friday, 31st October at the Library from 10.00 – 12.00 noon and encouraged as many as possible to attend.

8. Dates of Next Meetings

29th January 2015

30th April 2015

The meeting closed at 9.10 pm.