

DRS SHAMSEE, WARD, WILDING & ASSOCIATES

**Slaithwaite Health Centre
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Minutes of Patient Participation Group Meeting 18th May 2015

Attendees: Dr James Ward (GP Partner), Kelda Childs (Operational Manager), Brian Turner, Kevin Souter, Vilma Oreniss.

Minutes of the Previous Meeting: Minutes of the last meeting on 12th February 2015 were made available for review.

Matters Arising:

- Winter pressures surgeries - Moving on from the Saturday winter pressures surgeries, the government is now proposing a 7 day service from GPs. Currently there is a workforce crisis in primary care, so it is not clear where the GPs for this will come from. There is a huge swathe of GPs looking to retire. Students may be encouraged, but have years of training ahead of them, so won't be immediately available. Practices will almost certainly have to work together to share the workload burden.
- Methods of communicating with patients - The current government is very keen on telemedicine and the use of technology, but practices will have a number of medico-legal issues to iron out.
- Access to records – Patients who sign up for SystmOnline can now view a summary of their medical records.

The Future for Primary Care: Although the government are promising to invest £8 billion into the NHS, in reality primary care faces significant cuts in funding. Slaithwaite Health Centre holds a PMS (Personal Medical Services) contract with NHS England. In the past, a PMS contract allowed practices to agree different funding levels for the services they offered. Recent reviews of this contract mean that additional PMS monies have been removed and 'shared' out within the CCG. The intention at Slaithwaite is to fight this decision all the way to maintain services at this end.

Thoughts on Reducing the Pressure: Given the above financial picture, the group were asked their opinions on the following ideas to reduce pressure at Slaithwaite surgery:

- In the past the practice had a fairly relaxed attitude to patients residing outside the practice area. It has now come to a point, however, where these patients may need to be asked to register with a surgery closer to home. The pressure is such that, in terms of service provision, it is necessary to prioritise local patients. The intention is

to write to patients residing outside the practice boundary in the near future. The group were happy with this and agreed that the local population should be priority.

- In the past the practice has been fairly lenient with patients who regularly DNA (do not attend appointments). The intention is to write to patients who persistently DNA and, should their record not improve, ask them to register elsewhere. Through doing this the surgery will have more, previously wasted, appointments to offer its patients. The group agreed that this measure would reduce pressure on the system.

Staff Changes: One of our salaried GPs will, sadly, be leaving Slaithwaite at the end of July. However, a replacement is already lined-up to start in September. The practice is currently busy ensuring GP cover for the summer months and will utilise staff from Oaklands Health Centre in addition to locums.

CQC (Care Quality Commission) Inspection: The Greater Huddersfield CCG has been notified that the CQC will be coming to the area in August. They will inspect around 25% of Huddersfield GP practices. Therefore, there is a possibility that Slaithwaite could be one of them.