

# **DRS SHAMSEE, WARD, WILDING & ASSOCIATES**

**Slaithwaite Health Centre**

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## **Minutes of Patient Participation Group Meeting 5<sup>th</sup> October 2015**

**Attendees:** Dr James Ward (GP Partner), Kelda Childs (Operational Manager), Brian Turner, Kevin Souter, Barry Jefferies, Robert Bamforth, Andrea Gregory, Catherine McGurk, Alison Johnston.

**Minutes of the Previous Meeting:** Minutes of the last meeting on 18<sup>th</sup> May 2015 were made available for review.

The group warmly welcomed a new member to the PPG – Catherine McGurk.

### **Matters Arising:**

- Staff Changes: Dr Simcox has now left the surgery to take up a Partnership elsewhere. The surgery now welcomes Dr Jenny Nancarrow. There has had to be some element of re-rostering GP clinics.
- CQC: Didn't visit the surgery in August. There will be an inspection sometime between now and September 2016.

**GP Patient Survey Results:** GP patient survey results from April to June 2015 are now published. The Practice has reviewed its results which were, on the whole, very positive. The PPG also reviewed the results to see what has worked well and what areas, if any, could be improved upon.

Areas highlighted in discussion with the PPG:

- Patients who with a preferred GP usually get to see or speak to that GP: Due to part time nature of our GPs, it is not always possible to see preferred GP. The group felt that they were OK with seeing a different GP at times, provided the GP had the entire patient's information and had taken the time to read it.
- Patient's experience of making an appointment: 1 member rated their experience as 'absolutely brilliant', but others felt there was room for improvement. On the day access is limited to emergencies only, but the interpretation of what constitutes an emergency varies. It was felt that the language used by the reception staff needs to be standardised. Another member thought their experience was 'so much better than what goes on at other surgeries.'
- Patients who say the last GP they saw or spoke to was good at giving them enough time: Clinicians are now choosing to build 'catch up slots' into their surgeries to improve the pressure on time.

- Patients who feel they don't normally have to wait too long to be seen: Member's opinions differed. Some felt that it was necessary for GPs to run to time, as they may be rushing off to work and may be under pressure to be somewhere else. Others appreciated that a GP may be running over because they have given ample time to the patient before them and that patient must have required the extra time.

There were some contradictory results within the survey. It was difficult to interpret and some found the questions to be quite 'leading' in nature. Nothing stood out of any real concern.

**Winter Pressures Surgeries:** These will commence again in specific locations, every Saturday from December to March. The geographical HUBS, where the surgeries will take place, have yet to be confirmed. Appointments will be bookable over the phone, via the out of hours service.

**Carers Count:** The Practice is encouraging patients who care for others to register as carers. It is working closely with an organisation called Carers Count which provides support for carers. The aim is to try and help people navigate the care system. A representative from the organisation will be attending the Saturday flu clinics, providing advice and support.

**Practice Based Services:** There are two types of GP contract, PMS and GMS. Slaithwaite Health Centre holds a PMS contract. In the past, this contract allowed the Practice to have some flexibility over funding and how it was used. Presently, there is a push from NHS England toward more equitable funding and this will have a significant impact on the surgery. In effect, NHS England are cutting back and significantly reducing the Practice income, a decision which the surgery is currently opposing. The surgery has improved immensely over the years and no one wants to see standards slide as a result of the funding cuts. There has been limited consultation with either the Practice or the general public. The Practice anticipates a 30 to 40% cut in funds over the next 3 years. It has taken legal advice and is pursuing a number of avenues.

**AOB:**

- Andrea Gregory has been attending the wider Patient Reference Group Network. She passed on a GP Practice Disability Access Survey.
- Enquiry made into making the surgery a 'Safe Place' for people with conditions such as dementia and autism. Kelda has already received information about organising a safe places presentation at the surgery.
- Despite extensive investigation, it is thought that the practice telephone number is still being withheld. More investigations will take place to establish if this is the result of a specific telephone in the building.