

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

**Slaithwaite Health Centre**

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**'Every patient is the only patient'**

## **Minutes of Patient Participation Group Meeting 11<sup>th</sup> July 2016 @ 6.30pm**

**Attendees:** Dr James Ward (GP Partner), Kelda Childs (Operational Manager), Kevin Souter, Janet Doran, John Doran, Cath McGurk, Irene Chaloner, Andrea Gregory.

**Minutes of the Previous Meeting:** Minutes of the last meeting on 14<sup>th</sup> March 2016 were made available for review.

**Funding cuts:** Dr Ward gave a further update on the PMS funding cuts. The practice is still receiving the same funding at present and has still not had its budget cut. There are a handful of practices that have not yet had their budgets cut, as proposed. These are the practices that have put up a fight against budget reductions. There is still, however, the potential for budgets to be cut.

There is an on-going, patient initiated legal challenge to NHS England and the proposed cuts. The patient is currently applying for legal aid. A community fund is busy raising between £5,000 and £10,000. The patient campaign group is in the process of setting up a crowd justice funding page, where people can pledge money towards the legal aid.

The practice has not signed a contract with NHS England as yet.

**Group Constitution:** When the current PPG started, it was quite informal and relaxed. It has now become a more formal, structured process and, as such, requires a written constitution. Copies of the Oaklands' constitution were circulated to the group. It was agreed that this could be looked at as a starting point for developing a constitution for the Slaithwaite group.

The group suggested several additions to the constitution. A draft will be drawn up and circulated to the group members for agreement before publishing.

**GP Patient Survey:** Ipsos Mori have recently carried out and published the latest GP Patient Survey. This used to be carried out every 6 months, but is now annually.

Results of the survey can be found at: <https://gp-patient.co.uk>

The response rate for Slaithwaite Health Centre was 45%. The practice ranked a fantastic 727 out of 7617 practices nationally (top 10% of surgeries).

Dr Ward compared the results of this year's survey with last one. The practice had improved in almost every area. He was really pleased with the latest results.

**Web Consult GP:** This has progressed since the last PPG meeting in March and is now being trialled at Oaklands in Holmfirth. If it proves to be successful, it will be rolled out to Slaithwaite in the near future.

This will be an adjunctive service with current services and is not intended to replace GPs. It is a consultation/triage process done on-line. Patients will be asked to fill in questions relating to their symptoms, etc. The results of the questionnaires will be passed to the GPs who then review them and decide upon the appropriate treatment and service. This will actually increase the number of contacts with patients, but will decrease the time spent on lengthy appointments, leading to greater efficiency. Doctors will be able to help more patients in less time.

The service has been designed in conjunction with the CQC and the medical defence unions and has their backing. Dr Ward stressed that this was an additional feature the practice could use to direct patients to the most appropriate service/person. The website also provides links to self-help leaflets, which are very useful.

The uptake of the service at Oaklands has not been huge as yet, but word needs to get out about it. It has saved some appointments and is proving to be an excellent management tool.

#### **AOB:**

- **Nurse Practitioner:** It was asked if there was a possibility of the surgery employing a Nurse Practitioner again. Dr Ward explained there is a shortage of good Nurse Practitioners and they are quite costly to employ. With the potential budget cuts looming, he explained it was not possible at the moment, but that, ideally, the practice would like to have one again.
- **SystemOnline Access to Medical Records:** It was asked why patients can't view their full medical records on-line at present. From April 2016 surgeries were required to provide detailed coded information on medication, allergies, illnesses, immunisations and test results only. The systems and processes are not yet in place for viewing full records, but it is anticipated in the future.
- **Bariatric Equipment:** A PPG Member asked if a bariatric examination couch and scales be provided. These will be considered should the surgery ever receive an Improvement Grant from the CCG.
- **Chairs with Arms:** Patients would like to have some chairs with arms in the waiting room. Oaklands Health Centre has just purchased some. These will be assessed for durability and, if fit for purpose, will be purchased for Slaithwaite Health Centre also.
- **Children's Area:** It was commented upon that the children's area in the waiting room is very sparse, with no toys or books available. This is due to infection control measures. Wipeable books were suggested. Advice will be taken from the infection control lead for the organisation.