

Field House Medical Group

Notes of the Patient Group Meeting held on Thursday 4th December 2014 Present

Mrs J Robson, Mr J Terry, Mrs C Coley, Mr B Coley, Mr Wilkinson, Mr J Barker, Mrs M Barker, John Noton, one other and Bayard Tarpley (Healthwatch)

Apologies

Agenda items

Matters Arising –
Health Lives, Health Futures
Friends & Family Test,
Building Update
AOB

Matters Arising

Ophthalmology –

Discussion had been held between the Clinical Commissioning Group and Northern Lincolnshire & Goole Hospitals about the deterioration in waiting times, with routine appointments now being over four months. John understands that there is a change to the appointments system to try and streamline this and reduce cancellations but the consultants are reporting rising demands and more complex patients. Work is on-going regarding the option of some opticians taking on glaucoma monitoring and a review of referrals to see whether some opticians have lower thresholds for referral

Access to Records –

The plan is to launch this in late January/February with a newsletter and information sheet, request will be made and after a check on the records to make sure there is nothing that may be distressing or has been given in confidence then access will be granted.

Practice NHS Funding –

The practice has a meeting next week to discuss what services we provide and the level of funding required. John will feed back at the next meeting, the change since the last meeting is that any resources released from these reviews will be reinvested in the local community. The focus appears to be around extending the hours of access to a GP Monday to Friday and at weekends to improve access for those who struggle to get in during current hours and reduce pressure on Accident and Emergency departments. The benefits of this need to be proven as locally we already have a GP filtering out patients who attend A&E

Health Lives, Health Futures

John explained that the CCG board had signed off the proposal about centralising ENT surgery in Grimsby and stroke at Scunthorpe this was due to the safety and quality issues. We discussed access to transport which is a major concern and raised by the public during the consultation, a post meeting note was received from Bayard as below

“He also advised that while transport plans will hopefully be implemented in the next phase of HLHF, there is not a lot of indication when that might be other than some time next year. He also notes that there is a Community Transport Review as well which is looking at similar transport issues around health, education, etc but only within North East Lincolnshire (as opposed to HLHF’s wider area). HLHF have already done an analysis of the current state of transport between North and North East Lincolnshire which is on the HLHF website, but it does not include any proposals and was only used as a factor in the decision around centralising services”

Friends & Family Test

John explained there is now a news item on our website with a link to a survey and the paper option is now in our waiting area. Discussion took place about the value of this and John stated it was a centrally driven requirement that would apply to all NHS provided services by April 2016. In other parts of the country where this has been piloted the benefits highlighted have been around the comments made.

Building Update

An engineering study to identify if any further car parking spaces could be created has shown that there is limited gain for significant investment and the net number of extra spaces would only be three or four. It appears that the peak times are the most difficult between 9.00 and 11.00am and 4.00 and 5.30pm. It was commented that appears not to be a coincidence with school opening/leaving times as well as the children’s centre. Parents have been noted as using our car park, the building manager has spoken with the school and centre to ask them to inform parents not to use our car park but we are unsure whether all will take notice. The other option would have to be a barrier system with tokens but that would need investment and create extra work for staff.

Bus Route

Attempts to contact stagecoach for an update about the bus route have been unsuccessful; we discussed the problems buses may have around the school as well. Post meeting Note from Bayard Tapley " Regarding the Stagecoach issue, my understanding is that it hasn’t been ignored and both the council and Stagecoach have identified what would need to be done to allow a bus route. This would include some work on Roseveare Avenue. Paul suggested contacting councillor Jane Hyldon-King for more information as she is apparently trying to make this happen”.

AOB

CQC Reports

CQC had recently published reports on practices based on a number of factors the ratings were from 1 high risk to 6 low risk. Fieldhouse has been scored as six there was only one area flagged up and that was the prescribing of non-steroidal anti-inflammatory drugs as the GPs prefer to prescribe Meloxicam as they feel it is more effective than the two Ibuprofen and naproxen in the national guide

We discussed what happens if the CQC inspects and finds a practice is not safe, john explained the feedback and requirement to produce an action plan and are then re-inspected. Ultimate sanction could be closure or removal of the practice’s contract.

Nurse Numbers

There was a discussion about whether there is an issue locally recruiting nurses, John stated that this is a national problem and understood a number of nurses had been recruited from Spain to fill the gaps in the local hospital. It is also understood the numbers doing the nursing degree have been increased. There was then a discussion about the method of training nurses comparing degree courses with what used to happen.

Healthwatch

Bayard explained their role being two pronged to support individuals who have complaints regarding health and social care services and to monitor issues in services and escalate these as they often receive warnings about problems earlier than some of the commissioning bodies

Flu Vaccination Uptake

John was asked what the uptake had been like. As at yesterday we had given about 3000 vaccines, there has been more resistance due to there being no real outbreak and publicity but all the staff are trying to vaccinate patients opportunistically to increase uptake.

Provisional Date of Next Meeting

Provisionally 5th March 2015 6.30pm