

Field House Medical Group

Notes of the Patient Group Meeting held on Thursday 27th August 2015

Present

Mrs J Robson, Mr J Terry, Mr J Barker, Mrs Davison, Mrs M Mason , Mrs C Coley & Mr B Coley, Mrs Templeman, Mr Wilkinson John Noton, Sara Dockray

Apologies

Mrs Barker

Agenda items

Matters Arising – recruitment

Friends & Family Test/Complaint Themes/Suggestions

CQC Inspection

PPGs meeting

AOB Self-care week and website, self-help group

Matters Arising

John introduced Sara who is the new reception team leader

Recruitment – John explained we had taken on another Nurse, Natasha who used to work with us. He then explained that we are still actively looking to recruit another GP, but like a lot of practices this was difficult as there is a shortage nationally.

North East Lincolnshire CCG is sending a group to Holland in October to try and boost recruitment as there is an annual GP conference. There was some interest from the first visit and in 2 weeks there is a GP from Holland visiting with his wife to view the area and facilities. Fieldhouse are also one of a number of practices who are involved with a joint post with Hull York Medical School.

Alternative ways of managing requests are being considered and NHS England has asked for bids to pilot a pharmacist working within GP practices. John asked for views of members who felt that there may be some resistance but if patients were made aware and can see the reasons there may be an opportunity. This is different to the in-building pharmacy as their main role is around dispensing and there is a financial interest to sell more products.

Friends & Family Test Update/Complaint themes/Suggestions

John reported that the recent areas highlighted had been car parking and the parent parking spaces being used by others and not being large enough. On the complaints front there had been eight complaints, two had been around GPs attitude, both GPs had apologised. Three had been about referrals and care pathways with just one having any substance, one had been about access to appointments that had been resolved and one had been about a charge for a bus pass letter.

John also advised members about a collapse in our waiting room today and we would be reviewing what happened and whether we can learn from the incident. As with all complaints and incidents we do want to learn and change if required.

CQC Inspection

This has been re-arranged for 8th September and if members want to talk to the team they are welcome to but they do want to talk to a couple of the members of the group.

John explained about the process and he believes it will highlight a small number of areas for improvement but believes the practice is providing a good level of care.

PPG groups meeting

Mr & Mrs Coley had attended a meeting of PPGs and explained that the discussion was around increasing the number and role of PPGs in practices. There have been efforts to involve younger members but was difficult due to competing priorities some had managed to recruit temporarily “as it would be good on their CV” This was felt to be the push for the big society. In some practices the PPGs were spending significant time and there was a push to get written constitutions. John felt this would deter people from being involved and may miss the point of what PPGs were for, that is giving a receiving views and advice. There was a discussion about joining the national association of patient participation (NAPP) and the GPs had agreed to fund this but to hold off as the local CCG are looking as to whether they can join all practices on a bulk basis. Mr & Mrs Coley stated they would be happy to continue attending unless anyone else wanted to? There was also discussion about a recent Healthwatch report and that only half of the practices have been involved.

AOB

Self Care – promotional week and website

John explained that he had come across this really useful website www.selfcareforum.org This was aimed at encouraging individuals to manage their conditions and ailments themselves where possible. There was lots of advice and leaflets on managing a range of minor ailments written in plain English as well as advice for those with long term conditions. It was agreed we would take part in promoting self- care week 16-22nd November and at the same time promote our PPG. The next meeting was arranged for the week before to discuss this.

Self-help Groups

Members discussed the feasibility of setting up one or more self-help groups in the building. Glaucoma was discussed as the nearest group is Boston. It was felt that these can be useful particularly in supporting those who are newly diagnosed or what to expect regarding treatment and symptoms. John said he would ask the other two practices if their PPGs are interested in being involved in formation and running of a self-help group and will report back at the next meeting.

Date of Next Meeting

12th November 2015 18:30pm