Abbey Patient Participation Group

Minutes of meeting on May 27, 2015

**Present:** David Cameron, Richard Hepple, Sue McNab, Thelma Hembury, Christine Tyldesley, Jean Yarnell, Irene Goode, Eileen Grant, Janet Clarke and Joy Stevenson.

**Apologies for absence**: Gerry Coppell, Debs Smith, Jean Reid.

**Minutes of the last meeting:** Agreed

**Matters arising:** Joy said the acupuncture service now based at the Abbey Medical Centre was up and running and proving popular. Some of our patients are using it. Patients need to be referred by their GPs.

David said the situation with the dermatology department at QMC was still worrying and Richard said he would raise the issue at the next PRG meeting.

Joy said the family and friends test was still going well with people saying nice things about the practice. One patient started well and then went on to talk about longer waits to see the doctors. The practice had still not heard when it might be visited by the Care Quality Commission inspectors. The next round of visits is in July and August.

**Patient reference group report**: Sue McNab had been to two meetings and presented a short report. Worries about the school nursing service and health visitors had been raised and Joy said the practice had had its own problems with this and felt the system did need remodelling. Re the Government’s suggestion of 8am to 8pm opening hours at GP surgeries, Joy said if it does come in patients will not necessarily see their own doctors and there would have to be more money to pay for extra doctors and receptionists. She said the Abbey practice had faced trouble finding GPs. She thought the aim of longer opening hours would be to try and stop so many people going to emergency departments at the weekend, but Jean Yarnell said what could the NHS expect if they closed walk-in centres like the one at Stapleford which had attracted lots of patients. Joy thought the idea was to have a centre like that at the QMC where people could go. David Cameron thought services were fully stretched now. A pilot scheme of GP cover in the QMC emergency department over the Easter holiday weekend had seen 50% of patients attending being dealt with by the GPs and looked promising. The NHS 111 service contract ends next March and Nottingham City CCG which has this in its remit is beginning a procurement process. There is limited scope for public and patient influence because the specification is set nationally. Richard Hepple said the 111 service is difficult because people on the end of the phones won’t risk making a mistake and often send people to hospital for things they do not need to be there for.

**Lifestyle funding:** Joy said the practice had submitted an application for a scheme for the elderly and their carers, particularly focusing on people with dementia. The idea was to provide four sessions of music therapy, balance and dietary information and to signpost carers to other help. Sue asked Richard to pass on the group’s thanks to his wife Rosie who had helped with the wording of the submission. We are still waiting to hear if we have been successful.

**Any other business:** David asked how the practice was going on with locum cover. Joy said the two doctors covering for Jenny Dickinson have been well received and are thorough and thus take longer on each appointment. The practice is struggling to get locums in the summer. Richard asked how patients react if they have to wait longer in the surgery and Joy said one had recently got quite vocal in the waiting room and a letter had been sent to the patient. Receptionists now tell patients if the doctors are running late and said most understood that doctors do not rush patients out and would want the doctors to give them time if they needed it. David said in the NAPP survey of GPs some were found to do telephone consultations and asked what the Abbey thought about that. Joy said it had been tried but doctors found that they did end up asking patients to come in and see them and some patients just wanted to chat. Doctors do ring patients at the end of surgery if asked. On a trial basis for a month, the surgery has been blocking some appointments for each GP so that people calling in at 8am have a chance of seeing the doctor of their choice on the day.

The surgery had been subject to its second mystery shopper survey and did well on everything except being able to book an appointment three or four days ahead. The surgery did not do too badly but a couple of times missed the mark.

**Next meeting:** July 23, 2015, at 1pm.