

Minutes of Healthy Living Group Held 15 May 2014

PRESENT: SB, WD, AG, BH ,JF, SR, UG, AH and Mandy

APOLOGIES FROM: JA, GE, DO, IO, JS and Clair Liversidge

NEW MEMBER TO THE GROUP

Mandy welcomed SR, as a new member to the group.

DRAFT NEWSLETTER

Mandy issued a draft copy of the Newsletter for discussion and amendment. Following changes were agreed:

- We need to explain the telephone answering service at lunchtime a little better.
- Print some newsletters on yellow paper (as recommended by the sensory awareness trainer for the blind we recent had training from in-house)
- Suggested we issue the Newsletter every three to four months
- Number the pages/make it obvious which is the first page

PATIENT PARTICIPATION PAYMENT

Mandy informed the group that the practice had had part of its Patient Participation monies withheld because NHS England felt that it wasn't apparent from the website that a meeting, to discuss the results of the patient survey and formulation of the action plan, had been held. Obviously, all present knew the meeting had been held on 13 March and an action plan agreed. The Practice has appealed against the decision.

PATIENTS SURVEY FEEDBACK - Update on action plan:

- Newsletter drafted (and agreed today)
- Patient Waiting Room TV/Patient call
 - (Jayex the company who operate this system still haven't sorted out having Radio playing which stops when a patient is called in)
 - Health eating recipes on display but additional work needed on this
 - Mandy still hasn't sat through a full cycle of the information

NAMED GP FOR PATIENTS OVER 75 YEARS OF AGE

With effect from 1st April, all patients over 75 years of age should have a named GP; the patients can see whoever they like but the named GP will be responsible for ensuring that patients receive the care they need. Currently we are asking patients to decide who they want as the named GP. All over 75s will have their named GP by the end of June.

ADMISSION AVOIDANCE

Mandy explained about this scheme. Every patient within the practice has a 'risk score' which is a complicated formula which takes into consideration such things as age, hospital admissions, A&E attendances, medication prescribed, blood pressure, chronic diseases (to name but a few). The patients at the top 2% of the risk scores will have a Care Co-ordinator (and an accountable GP) identified. The

practice will have to ensure that these patients have a care plan in place, can speak to a clinician the same day they request it, issue the emergency services with a bypass number to speak to the practice on about these patients and monitor hospital admissions so that the patients are contacted within three days of discharge.

Care Plans need to be in place by the end of September 2014 but patients will be notified by the end of July if they are in the top 2%.

DR PETER BULL

Dr Peter Bull is emigrating to Canada; his last working day is Thursday 28 May 2014. As it is very difficult to recruit new partners into general practice we have decided to employ a salaried GP. Sarah Messenger commences with us on 1st September 2014. Sarah was a registrar at the practice eighteen months ago.

FINANCE IN GENERAL PRACTICE

Mandy wanted to share with the members the fact that General practice income is reducing and this will have an impact on the practice. Added to the reduction in income, the cost of running the new building is also very expensive so the next few years will be quite difficult for Foxhill Medical Centre.

PUT PATIENT FIRST, BACK GENERAL PRACTICE CAMPAIGN

Information provided by the Royal College of General Practitioners regarding the Put Patient First, Back General Practice campaign was issued with the last HLG minutes. The campaign is to address the declining resources and ballooning workloads in GP surgeries. We discussed how best to support this campaign; it was decided we should write to the local Councillors for support and those present gave permission for Mandy to formulate letters; she will bring them to the next meeting. We also agreed to ask David Blunkett and Angela Smith for help.

Mandy thanked everyone for their support at the end of the meeting.

POST MEETING NOTE (not covered at the meeting as DO was not present)

The online prescription glitch had been investigated (thanks to DO). This had brought to light a training issue within the admin team which has now been addressed. Another success for the HLG!

NEXT MEETING

THURSDAY 10TH JULY 2014 at 11.30am

TO BE HELD AT THE PRACTICE

ALL PATIENTS ARE WELCOME TO ATTEND