Abbey Medical Centre Patient Participation Group Minutes of meeting on July 23, 2015

**Present:** David Cameron, Sue McNab, Janet Clarke, Gerry Coppel, Richard Hepple, Thelma Hembury, Christine Tyldesley, Irene Goode, Joy Stevenson and Dr Nick Browne (standing in for Dr David Cavanagh)

**Apologies for absence:** Debs Smith, Eileen Grant, Jean Reid, David Cavanagh and Jean Yarnell

**Minutes of the last meeting:** Agreed

**Matters arising:** There had been contact from two new members, including a young woman of 21 called Georgie Taylor. Sue will be following up. Richard and David wanted to talk about the dermatology situation at NUH but Joy felt there was little to be gained from discussing this again. **Action:** Richard and Sue to take up at PRG.

Gerry had tried to make an online appointment and found there were only three available until August for any doctor. Joy said the surgery was struggling but patients who found this situation online should phone the surgery. **Action:** Gerry asked for that to be put on the online appointments system. (Done DS).

Joy said the surgery had been trying a scheme where six appointments for each doctor were held open each day so that people ringing in on the day could get to see the doctor of their choice but this has had a knock-on effect in the bookings available and the practice is struggling to find locum cover for August. On one day at the beginning of August there was only one doctor available at present but more cover will be sought. Joy said the trial blocking off of appointments had, on the other hand, decreased the number of sit-and-waits and made it easier to see a doctor of choice. Patients can always been seen on the day in an emergency. Gerry said it was frightening as to where the GP service is heading and Dr Browne agreed there is a shortage of GPs.

Re the frail elderly, Dr Browne said a new scheme being run by Nottingham West CCG aims to keep people out of expensive hospital beds by care packages of help up to four times a day for people in their own homes. He said there was a discussion once a month involving occupational therapists, social workers, physiotherapists, community matrons and doctors about the 100 most vulnerable patients registered with the practice. He said the practice no longer has to wait until a disaster happens but can call on help beforehand. He thought it was a very good service.

**PRG report:** Richard and Sue had been to a very informative Deaf Awareness session. Re the 111 service, which is coming to the end of its contract next year and a procurement process is going on, Richard said they had been accused of sending too many people to A&E and he felt it was ironic that GPs should be used to operate a triage service at QMC, which had been successful over the Easter period. He also said ambulance staff had told him they were frustrated at being called out by 111 to jobs they did not feel warranted their attendance.

Re delays in GPs receiving hospital X-rays and letters from consultants, Dr Browne said x-ray results do arrive by computer and he felt the NUH hospitals were getting better at sending out timely discharge letters.

The NUH hospitals trust is overspent by £50m this year but A&E (now known as ED for emergency department) has been seeing people in under the four-hour target. Re the transfer of patients from children’s to adult services, it seems to vary at what age they transfer.

Re the patient survey and what happens next, Richard said the results in Nottingham West cannot be compared to other CCGs because it is an individually prepared format. The Mystery Shopper survey is ongoing.

David Cameron raised the issue of the closure of rehabilitation beds in Gedling and Mansfield for people with chronic mental illness. The idea is for people to be cared for in their own homes. The public are being consulted.

**Lifestyle funding:** Our bid was successful in that we are to receive £750 to put on four afternoon sessions of music, gentle exercise and dietary advice for the elderly, carers and people with dementia and their carers. The first is on September 17 when there will be music from the 50s and 60s with Marc Block and a chair-bound exercise session with physiotherapist Pat McIndoe. Future dates are November 19, March 31, when music will be from the Beeston Ukele Band, and May 19. All are at the surgery from 1.30pm to 3.45pm. Other music bookings will be announced.

**Any other business:** Joy and Sue said the charity fund-raising this year will be for our own surgery to try and make it more child-friendly. Any ideas are welcome. There will be a coffee-morning on November 27 and people attending flu clinics and in the surgery will be able to buy raffle tickets and guess the number of sweets in the jar.

**Date of next meeting:** Thursday, September 24 at 6.30pm.