

**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING HELD ON THURSDAY, 28TH JUNE 2018 AT
MALTBY SERVICES CENTRE**

Present:

Julie Small, Practice Manager (Chair)

Dr Anne Mellor, GP

Agneta Hopkin, Assistant Practice Manager

Patient: AR

Patient: CP

Patient: CW

Patient: JH

Patient: NS

Patient: PS

Patient: TP

Patient: YH

Introduction:

Practice Manager welcomed everyone and gave an overview of the purpose for the meeting.

Objectives:

Practice Manager explained the objectives of the meeting:

- To discuss the future of the practice following 2 x GP resignations
- To discuss proposals to change the practice boundary
- To meet again around October/November time to discuss new priorities

GP Resignations:

Practice Manager informed the members that the practice is to lose 2 x GPs in August – Dr Caley, Salaried GP, is leaving to relocate following her forthcoming marriage and Dr Staszek, GP Partner is retiring after 14 years' service with the practice. The future of the practice was discussed at length as Dr Bellamy has already given his intentions to retire in November 2019 which will leave Dr Mellor as the only GP Partner.

The practice is making every effort to recruit new GPs (GP Partner or Salaried GPs) into the practice and lot of time, money and effort has been made into advertising over the past few months with no success to date. There is a national shortage of GPs which is resulting in many practices facing the same dilemma. The practice has started to use the services of locum GPs to try and meet demand for appointments but this option is quite costly and could not be maintained as a long term fix.

Another option is for us to consider a merger with another practice and we have been in discussion with Blyth Road practice in Maltby and Dinnington Group Practice to discuss options. Dinnington practice have indicated that if a merger was viable, they would be happy for us to keep our own identity but we would have access to more GPs as Dinnington is a large practice.

Dr Mellor explained that the GP practice model is changing with more nurse-led models and other health professionals absorbing the work in practices (i.e. clinical pharmacists, more Advanced Nurse Practitioners) which are options to be considered although we still would need more GPs. Rotherham CCG are in the process of interviewing following their successful bid for a number of clinical pharmacists to work in interested practices throughout Rotherham on a pro rata basis, paid for by the individual practices.

PPG Member AR suggested that it may be a good idea to write a letter to Kevin Barron, MP for Rotherham to highlight the dilemma which the practice is facing and other members agreed to this. AR agreed to draft a letter and forward to Dr Mellor/Practice Manager to send out for PPG Member approval before submission.

Proposal to change practice boundary:

Practice Manager informed the members that, following a meeting with Rotherham CCG to discuss the practice dilemma, it had been suggested that the practice could reduce its boundary by removing Hellaby so that new patients would have to register with another GP. Existing patients who live in Hellaby would not be affected and would not be removed from the practice list. There are quite a few practices in Wickersley/Bramley area which cover Hellaby as well as other Maltby practices. Following discussion, members did not see any significant reason why the practice should not apply to the CCG for this change, the only comment being that it may be more difficult for patients with no transport to get over the motorway roundabout to Wickersley/Bramley although there is a bus route available to patients.

Changes to the Appointments System / Medication Review appointments:

Dr Mellor explained that since changing our prescription policy a few months ago, this has resulted in many more face-to-face appointments for medication reviews which may not be necessary and the practice can still safely prescribe in being more flexible in its approach (i.e. carry out annual reviews instead of 6 monthly reviews in some cases for patients on stable medication) or undertake telephone reviews to re-authorise medication instead of an appointment. This is being worked through with the clinicians in an attempt to improve access. The receptionists are working very hard at directing patients to the most appropriate clinician or service rather than a patient just being booked with a GP. The Advanced Nurse Practitioners (ANPs) are able to see a wide range of minor illness and acute conditions and we are trying to educate patients that they do not always need to see a GP. ANPs can also see patients for annual reviews, medication reviews (where appropriate), patients with Long Term Conditions etc. as the practice needs to maintain its income in providing other services such as minor surgery, shared care drug monitoring, contraception services, provision of care home sessions and other local and national enhanced services which attract additional payments to keep the practice afloat.

Other areas discussed:

One member commented that the practice website was very informative and up to date. Assistant Practice Manager was thanked for her efforts with this.

Another member commented that she had experienced problems with the MJOG messaging service for an appointment reminder.

The new 'Get Healthy Rotherham' was discussed and one member reported a problem with the self-referral process following a lengthy interview (this problem has also been highlighted at other practices and is being investigated with Parkwood who are the providers of the service).

Members were asked for their feedback on the provision of virtual GP Consultations – mixed opinions were received.

Next Meeting:

Practice Manager thanked everyone for their attendance and closed the meeting by informing the group members that a further meeting date would be arranged around October/November 2018.