

# PATIENT PARTICIPATION GROUP MEETING

Monday 10<sup>th</sup> April 2017  
7pm at Weobley Surgery

## MINUTES

### ACTION

#### **In attendance**

Ruth Bright, Gladys Henesey, Alan Jones, Andrew Kerfoot, Jean Rees, Oliver Penney, Michele Petrie

#### **1. Apologies**

John Allen, Gary Griffiths, Anthony Barraclough, Helen Cotterell, Maria Haines, Brenda Havard

#### **2. Minutes of the Last Meeting**

Agreed as a true record.

#### **3. CCG – Diane Jones**

Lay member for the CCG. Provides challenge and oversight to the CCG. Three days per month. Three lay members – including Tamar Thompson and Graham Hotchken. Sits on new Primary Care Committee. All sit on the Governing Body. GPs also sit on the Board. Other GPs do specific tasks with some specialties. There are challenges on getting GPs to various meetings due to their practice commitments. Board meetings are open to the public. Questions can be emailed in prior to the meeting or questions can be answered on the day. Patient stories are also recounted and this information is shared. CCG purchases all the healthcare in Herefordshire eg. OOH, hospital, primary, community mental health services, learning disability services. Without primary care £228 million for last year. £25.5 million for primary care services this year alone which seems a lot but it isn't.

Department of Health have a formula for amount of money allocated to each area depending on age, deprivation, population etc. Some money goes into a regional pot for major trauma etc.

CCG expenditure shared (updated version to be circulated when received from Diane). £12.2 million expected to be saved this year. Social care is also a challenge and local authority funding is not always able to give a five star service. Diane pointed out that as soon as patients attend A&E the CCG is billed for the attendance whether they choose to stay and wait to be seen or not. There was also some suggestion that it was in Wye Valley Trust's best interests not to turn patients away as this would be lost income for them.

Services are commissioned around patient pathways and hearing patient stories show that pathways are not always what it is like in the real world. Discussed two

scenarios and outcomes.

Discussed how some practices are bridging the gap in providing services where they cannot appoint GPs including the use of Emergency Care Practitioners, Paramedics and Advanced Nurse Practitioners. This was currently not required or an option for our own practice but it was appreciated that moving forward in the future working arrangements may need to change to ensure that a clinical service could be provided.

Visiting Service discussed which will be in place sometime soon when Rachel Penney is back after her sick leave. Both Rachel and Sarah had met with the hospice who were in the process of rolling out something very similar. A planned event will be held in the Village Hall to establish this. The practice wished to be part of this pilot project however wanted to maintain a cautious approach to ensure that our patients received appropriate help and support.

Another Herefordshire PPG event is to be arranged in May looking at engagement and consultation for community services. Details to be forwarded when known.

#### **4. Practice Update**

- No FY2 or GP Registrar in practice at present. Current GP Registrar is on Maternity Leave.
- Will be welcoming medical students throughout the year.
- Work experience students will also be in attendance on an ad hoc basis
- Dispensary pressures hopefully will ease now that we have appointed a new Dispenser at Weobley.
- DNAs are still a problem although text message reminders have reduced this by 50%. 2016/17 figures have shown that missed appointments for doctors equates to 20 sessions per annum and 15 sessions per annum for nurses. Posters have been put up in each surgery to reflect this.
- Have provided an update for all parish magazines giving practice information regarding phone calls, visits, practice appointments, Taurus appointments.
- Lighting in the car park to be re-sited shortly.
- Discussed the provision of additional lighting with the Highways which has been taken on board.

#### **5. Any Other Business**

- Automatic Dispensing – Discussed that the practice hoped to move to providing automatic dispensing of medications where the patient re-orders their medications on collection. It is hoped this will help patients and staff alike and reduce the number of drop ins and telephone calls the Dispensers are having to deal with. Further information will be made available as we progress and patients will be informed.
- Defibrillator now at Eardisley. Training will be made available.
- Rachel Penney will return to work in May.
- Mrs. Henesey wished to thank the staff in the practice for all their help and support which was always professional in the approach.
- Summer Fete at the Castle Green – 17<sup>th</sup> June 2017.

#### **6. Date of Next Meeting**

Monday 17<sup>th</sup> July 2017, 7.00 pm at Weobley.