

## **Field House Medical Group**

### **Notes of the Patient Group Meeting held on Thursday 2<sup>nd</sup> February 2017**

#### **Present**

Mrs C Coley & Mr B Coley, Mrs J Robson, Mrs Axelson, Mr Ross, Mrs Stephenson, John Noton, Sara Dockray, Gale Boyer

#### **Apologies**

Mrs Davidson, Mrs Mason

#### **Agenda items**

Matters Arising – recruitment update, car park survey, Information

Displays

Shared Services Across Practices

NHS Possible Service Changes

PPG Groups Meeting,

AOB –

#### **Matters Arising**

**Recruitment Update** -. John explained the following actions

1. we have signed up to an attempt at international recruitment
2. We are approaching current registrars who may be interested in working for us
3. We have agreed to undertake some joint working with Dr Ragwhani at Greenlands surgery and to explore a longer term tie up, this brings extra capacity and skills as well as his current patient list and branch surgeries of 2500 patients
4. We are exploring other options as well to use other professionals as we have done with the pharmacist

***Car Parking – Possible Survey*** – nothing further on this as yet John will chase up the building manager, we discussed people using the children's centre next door using our car park and options to discourage that use.

***Information and Communications*** – from the last meeting the practices have purchased a display board in the entrance area for the practices to promote PPGs, John has also purchased two leaflet dispensers and sought members views on where to have these placed it was agreed next to the self check in would be good, John to Organise

### **Shared Services Across Practices**

John explained that the clinical commissioning group was looking to commission services across groups of practices, eg diabetes care in the community there may be others as this is part of the GP five year forward view based on work done in London. There was a brief discussion and no objections to this if it provides continuity of care. John explained it was still early days and more would become clearer for the next meeting.

### **NHS Possible Service Changes**

John explained that as part of changes in the NHS then a plan has had to be drawn up across a larger area to run services more efficiently and to improve quality. These are known as sustainability plans (STP's) and our area that is covered by the local one is the Humber, York area and the east coast from Scarborough down. It is John's view that we will see a centralisation of some services, in order to achieve this and it may affect what is delivered from our local hospital. This would have implications and he feels there may be media and political attention over the coming six months. The STP's aims are about encouraging people to stay healthy, more services in the community, keeping people at home and hospitals as a specialist service only, which are all laudable but given the forecast deficit significant changes in specialist services will be needed.

### **PPG Groups Meeting**

Mrs Coley fed back from the meeting some of the items discussed as follows

DNAs- this continues to be an issue with each wasted GP appointment costing £25, hospital appointment £150 plus there was discussion about if there was anything we can do to improve this. John explained we publish this information alongside the number of appointments successfully attended but had noted a pattern that it was more prevalent among younger people even when they book the same day. Text reminders are used where people register. John is to try and find the information for the next meeting. *Post meeting note we have published this information on our website see practice consultation data link at bottom right. Rates of DNA are between five and six per-cent no of missed appointments in October-December was 944*

PALS- members did not realise the commissioning group had this service believing it was only the hospital. John explained yes the practice use it for queries and help around services and transport problems. The contact number is 03003000500 as they can also help with social care queries as well.

Minor Ailments Scheme – there was a long discussion regarding this service that is available free of charge to those who do not pay for prescriptions and for a charge if paying for the medication provided. Mrs Stephenson wondered whether it would be worthwhile giving out to every appointment but it was felt many may get left or put in the bin. Mr Ross wondered about a mail shot to all households and explained his company had done this at a cost of about £75 per thousand. This will be explored, it was felt that GPs and nurses should give them out where an appointment could have been avoided and Gale will ensure there is a supply in consulting rooms. Mr Ross wondered whether it would be useful to audit appointments that could have been saved and John will discuss this with the GPs

### **AOB**

Gale asked members for their views on the service the practice provides. Members felt that it was a good level of service better than other practices they hear about.

### **Date of Next Meeting**

**11<sup>th</sup> May 2017 6.00pm**