**Whitecliff Group Practice Participation Group**

**Minutes of the meeting held at the surgery**

**On Wednesday 25th June 2014**

**PART 1 – PRACTICE BUSINESS**

1. **Welcome and apologies**

Present: Charlie David-Lloyd, Gwyn Bates, Freddie Bannock, Hazel Haigh, Graham Downer, Judith Bradfield ( My Way), Dr Slater (GP Partner), Carol Tilley (Non-clinical Partner / Practice Manager), Sara Stringer (Reception Team Leader).

Apologies: Joyce Lee, Ted Moss, Ingrid Lonsdale, Mary Bealey, Mary Iliopoulos.

Judith Bradfield introduced herself from the “My Health, My Way” Team.

1. **Actions from last Meeting**

* *Electronic prescribing*. This had previously been delayed by the Clinical Commissioning Group (CCG) for contractual reasons. A meeting is planned for 03 July 2014 between the project manager and the Practice with a view to planning implementation.
* *Blandford Hospital Update*. Work is progressing with the re-development. Carol Tilley and Dr Evans attended the last meeting where Dorset HealthCare updated the Hospital Friends regarding progress. More services are being delivered from the site and there is currently little spare rom capacity for further new services.
* *Practice Survey*. Carol Tilley has not yet arranged a meeting with Peter Newell regarding the next patient survey. The next survey will be launched in time for the Flu Clinics in October. (*Update – CT and PN meeting on 7th August*)
* *New screens for waiting rooms.* These have been funded by the CCG and will be fitted shortly.
* *Mock CQC inspections.* Repeat inspections are being undertaken regularly. The last inspection highlighted fewer points than previously. No major issues have been highlighted at any inspection. These will continue as the Practice values using the patient group as a ‘critical friend’.

1. **Practice Report**

***Workload***

* The demand on NHS services both in hospital and in GP surgeries is exceptionally high. This is putting extreme pressure on all staff and doctors are working very long hours trying to deal with the demand.
* An increased demand on general practice caused by demographic changes, more complex health needs and some care moving out of hospitals is all contributing to unsustainable pressures on GP services.
* Based on the current number of doctors working as GPs, and the staff who support them in the general practice team, there are simply not enough hours in the day to meet everyone’s needs.
* Practices are struggling to recruit to vacant posts in their practices and to find locum cover so that patients can still be seen if a colleague is sick or absent.
* The increasing demand and workload pressures are leading to low morale and stress causing many GPs to leave the profession or to consider early retirement.
* Many GP practice buildings are old and need investment to create more room for patients to be seen or simply to make them fit for purpose.
* GPs and their practice teams must have greater support to deliver high quality services that meet the requirements of all their local patients.
* The Royal College of GPs (RCGP) and the British Medical Association (BMA) have established public awareness campaigns. These are aimed at raising patient awareness of the challenges that general Practice is facing and the impact on the services provided.

***Staffing***

* Dr Nankervis became a partner in April.
* Dr Lucy Purcell joined as a salaried GP this month to replace Dr Nankervis.
* Dr Blick retired in May, but will still do some locum work for us.
* The Practice is currently interviewing for another associate doctor; with a view of having someone in post by September.
* We are currently employing a temporary nurse practitioner for 2 days next week to pilot how this role can support the GPs with dealing with minor ailments and injuries.
* Additional admin has been recruited for dispensary.
* Carol Tilley has been interviewed by CQC and has been approved as Registered Manager for the service (replacing Dr Percival). Dr Berry is also a Registered Manager.

***Compliments and Complaints (April – June 2014)***

* 7 compliments were received from patients in the form of letters, cards and gifts.
* 11 complaints were made and responded to. 5 of these were upheld as valid.

**The Productive GP Practice Project**

It has been difficult to progress the project as the Practice has been under severe pressure. The ideas have been gathered from all of the staff and these now will be pulled together into a plan.

Despite the workload pressures changes continue to be made and in some ways the high demand on services is driving the Practice to explore different ways of working (e.g. piloting a duty doctor, piloting employing a nurse practitioner to support doctors).

**Mock CQC Inspections**

Follow up visits have been made by the Patient Participation Group at both sites.

The action plan has been updated to reflect improvements and nay new issues identified.

**Planned Work and Future Projects**

* Planning is progressing regarding patients with complex health and care needs, who may be at high risk of unplanned admission to hospital, will be managed and for assigning a named accountable GP for people aged 75. GPs and Practice Managers from across Dorset met on 11 June to discuss how this may be managed, recognising the challenges that Practices are facing.
* A health networking event was held on 12th June 2014 for health professionals and voluntary organisations to meet and promote their services to each other. A 4 day community health event is planned for mid-September and further details will be available shortly.

1. **Patient Group News Letter**

The next Practice newsletter will also have a page of news from the Patient Participation Group.

Freddie Bannock suggested the PPG provide an article for the Forum Focus.

1. **RCGN ‘Put Patients First’ & BMA ‘Your GP cares@ campaigns**

It was agreed that the patient group wished that a petition to go on Reception and that the RCGP ‘Your GP Cares’ posters are displayed in both surgeries

**PART 2: THE WIDER HEALTH COMMUNITY**

1. **NAPP National Conference/ Patient Participation Week**

Gwyn Bates and Charlie David-Lloyd attended the annual National Patient Participation Conference in Leeds. There were some very informative speakers including the Royal College of GPs chairperson Dr Maureen Baker who told attendees that general practice sees 1.2m patients each day and holds 340 million consultations in a year.

A CQC inspector also gave a presentation and this has been shared with Carol Tilley as it gave some useful insight into GP inspections and the new scoring system.

There was also a presentation regarding Medical Research. Gwyn Bates asked if the practice participated in research. Carol Tilley advised that the Practice is accredited for research and works with the National Institute for Health Research. Recent studies have included nutrition, dizziness, and bowel and lung diagnosis outcomes. Shortly an asthma study will be commenced. Any patients involved in research are contacted by the Practice for consent.

During Patient Participation week, the Patient Participation Group undertook a joint event with the Eagle House Surgery at Corn Exchange to raise awareness or the PPG and the Virtual Participation Group (VPG) and signed up 48 new patients to join the VPG.

1. **Care Data Update**

Due to the concerns raised by the general public, the Care data program has been delayed until February 2015, to enable further changes to be made regarding people’s ability to opt out.

1. **Clinical Services Review**

The Clinical Commissioning Group (CCG) has set aside £2 - 4 million to employ a partner (consultant) for undertaking the Clinical Services Review. The local Health Network Group and other patients in North Dorset are concerned regarding this project. They feel that there has been a lack of up front patient engagement regarding this project and patients are concerned that they will not be engaged with until a later stage, when this is already a ‘done deal’. Graham Downer was put forward to follow this on behalf of the Group.

There had been concern at other events that the CCG had also ‘water down’ feedback from patients at consultation events. This had been raised by patients and fed back to the CCG.

1. **Consultations**

Current consultations (see the Dorset Clinical Commissioning Group website for detailed information):

* Assisted conception
* Cancer Care and End of Life Care.
* Better together programme – Unifying Health and Social which is a government policy. CG and local authorities should be getting together to promote this. We already use single point of access.

**PART 3: DEVELOPING A COMMUNITY ACTIVE GROUP**

1. **DT11 Professional Networking Event/Follow up Public Event**

The event held at the Crown Hotel for nurses and doctors to meet with local voluntary and private health and wellbeing providers was a great success. These services can be used as an alternative to the NHS. Further events are planned.

A wider event will be held at the Crown Hotel on the 18/19/20 September 2014. This will be open to the general public.

1. **AOB**

* Graham Downer asked about the Pathology Lab at Dorset County Hospital moving to Taunton. Dr Slater understood that this will go ahead. There has been a petition started at Dorchester Hospital as patient concerned what impact this will have.
* Freddie wished to thank Gwyn and Charlie for their time in attending meetings on behalf of the PPG

**Next meeting is Wednesday 1 October 2014 at 6pm**