

East Quay Medical Centre
Patient Group Meeting
Wednesday 9th December 2015

Minutes

Attendees:

Rachel Stark Sue Hughes Beverley Wride Dr Wood Angela Cox Rowena O'Toole John Day
David Allen Jo Eydmann Beris Cross Alan Bale Sally May Beth Maddock Mary Winning

Apologies: Linda Driver June Robinson Col Williams John Bowens Molly Gay Andrea Barratt

1. Notes from the previous meeting:

- Rachel told the group that the Care.data was on hold at present.
- Rachel set up some members of the group with online records and this was working well. One member had a problem viewing test results but Rachel will look at this.
- Sue told the group that we now have bollards in place to stop the parking on the path by the side of the dentists.

2. Points from the Group

- A member raised the problem of getting appointments as it seems the next routine appointments for some GPs are three weeks away. Rachel explained that we are currently allowing reception to use embargoed slots when the appointment required is urgent. Appointment availability is a problem nationally. Generally at EQ it is much better than previously but around leave, especially for 3 of the GPs, the waiting times are higher than we like too. We hope that this will improve in the new year but the problems nationally will remain.
- A member confirmed that when returning disabled aids that in Somerset they do check the items and then, if they are in good repair, they will be steam cleaned before re-use.
- A member raised the article in Quaypoints about the possibility of the buses route to the practice being axed. It was decided to resurrect the survey done when we moved into the building in 2004 and run it. We will also contact the council to see which busses are in jeopardy.
- A member raised a point about having online appointments available. Rachel explained that we had been using on-line urgent nurse appointments since the end of March. E-mail Sue or Rachel if you would like to be set-up. She also explained how reception is able to triage calls in order to make appointments for patients with the correct clinician.
- A member complimented the NHS in Bridgwater and at Musgrove Park Hospital and his doctor for the treatment received over the past year.
- A member asked what the correct procedure to change GP or to move practices was. Rachel explained the patient who wanted to change GP needed to write in giving a reason why they would like to change. Any patient wanting to change practice needs to register at another practice and our staff and the new practice staff sort out all transfers of records.
- The prescription line was discussed and the fact it takes so long to get through. Rachel explained that repeat prescription ordering does have a lower priority in times of unexpected staff shortage or peaks of demand as we have to prioritise the main line. Many practices have ceased the prescription ordering over the telephone but we feel strongly it is a valued service. Rachel did also promote the on-line ordering which can now be done 24/7 and only needs a tick against each medication required.
- A member raised the issue of doubling up on medications to cover the holiday. This is not easily done with the new electronic system and it is best to place two orders a few days apart. However, we and the pharmacies are only closed on the Bank Holiday dates so over this period there is no need to double up – we just recommend people order before 15 December.

3. Outcome Based Commissioning/Somerset Together

The NHS is in real financial (and manpower) crisis. Somerset CCG are adopting a new way of commissioning and contracting across all NHS contracts. This is called Outcome Based Commissioning – or Somerset Together. The theory is to move away from activity based contracts and replace with an 'outcome' based contract. Thus incentivising providers to work efficiently internally and with others to achieve these outcomes. This is a huge change in the current system and is working on the assumption that outcome based contracts work and that all providers can

work together to make the population healthier and to make better choices in how they access healthcare. As a practice there are several levels of joining this – from no involvement to putting our entire contract in to the pot. We have grave concerns about the impact on patient care and the future of General Practice under this scheme. We are making these concerns well known whilst continuing to influence the change.

4. Prescription Collection times

We are extending the collection time for prescriptions from 2 days to 3days as of 1st January 2016. The reason being, that with the electronic prescription service it is very fast but if the GP is not in there can be a delay with other GPs signing off their work. Whilst someone other than the patient GP can approve the prescription we feel this is not safe or efficient and it would be better for their own GP to approve this – thus an additional day is required. The website has been updates, leaflets are being distributed and so on.

5. AOB

- Sue will arrange some dementia awareness training for the group in a meeting in the new year.
- Sue explained to the group how, as a practice, we do not send out Christmas cards but make a donation to charity instead. We discussed which local charity we should donate to this year and it was decided we would buy food for the Bridgwater Food Bank.
- David asked for the dates of next years' meetings. Sue will e mail them to him.
- David told the group how he is involved with IT help at home. This involves lessons in the home for people who are disabled or housebound in the Sedgemoor area. It is currently running successfully in other areas.
- Beris asked if doctors are asked to commit to the NHS for a certain period after they have been trained before they can move abroad. It was felt this would be a good idea.
- Rachel told the group of the recent GP changes. Dr Ash and Silsby are covering Dr Swindall's list. We have a new F2 doctor, Dr Ramesh, with us until early April, and a new Registrar starting in February for six months. We also have a student nurse, from Plymouth university, joining in January.

**Date of the next meeting is Wednesday 27th
January at 12.30pm**