

East Quay Medical Centre
Patient Group Meeting
Wednesday 22nd November 2017

Minutes

Attendees: Eddie Nichols, Sally May, Mary Winning, John Day, Alan Bale, Beverly Wride, June Robinson, Dr Wood, Beris Cross, Jo Eydmann, Beth Maddock, Lorraine Ludden, Rachel Stark, Sue Hughes

Apologies: Linda Driver, David Gudge, Rowena O'Toole, Vivien Butler, Angela Cox

Sue welcomed Lorraine to the group.

1. Notes from previous meeting

- Sue reported that the Village Agent should be in place in the New Year. We will then invite them to meet us.
- With regards to patients being referred to a panel to allow them to have some treatments on NHS, this does happen for procedures/treatments of limited clinical value. If we still wish to refer we have special forms to complete and it goes to a panel for consideration however very few are able to get through the panel.
- Beris updated the group on her ongoing correspondence with our MEP over old medications going to Africa. The response letter is attached. The group felt it had gone as far as possible with this.

2. Points from the group

- We were asked if the Practice is smokefree. It is and there are signs outside telling patients the entire site is no smoking.
- A member asked about the NHS GP Attend service, where a GP will speak to a patient within seconds of them calling in. This is a London only service and there are no plans at present to introduce this in Somerset. Rachel explained the risks in terms of 'cherry picking' that this has on the mainstream practices – basically removing funding for these patients who generate little work and thus leaving less resource for patients who do need more care.
- The clock has disappeared from the plasma screen. Sue will check this.
- With regards to the Dermatology service in Somerset, the locum dermatologist is leaving mid December from Musgrove. At present the CCG are working with Bristol to recruit and they are looking for more GPwSI, as Dr Upton is, within the county. We are participating with a tele dermatology pilot at the moment and in Yeovil there is a consultant who is looking at running clinics locally as well.
- Rachel confirmed that where at all possible all prescriptions are authorised by the patients' own GP as safety and continuity more important than a day saved time-wise.
- We have had a 90% take up of flu vaccinations this year, around 3500 patients. We get paid for doing this service and it is a big part of our income which subsidises other part of the service. Around three years ago the NHS decided the pharmacies could give the flu vaccinations as well, to increase uptake in the groups that don't attend practices. This becomes difficult when pharmacies vaccinate patients who are engaged with practices as it reduces the practice income. The practices currently run the recall system for flu vaccines and this essential part of the service – which ensures high uptake – may become unviable if a significant proportion of funding is removed as a result of this. We therefore try to make our service as attractive and open as possible to patients so all have their vaccine done in the surgery.
- A member commented that they had a missed call from the practice about some results, then received a letter asking them to call, a couple of days later. Rachel explained that this was practice policy, rather than reception having to keep phoning patients and then there being a delay or uncertainty in whether the message was given.

3. NHS changes in Somerset

The CCG in Somerset has a deficit of £30 million that needs to be resolved. The Chief Exec has left and the new one, Nick Robinson, is in place. Nick has extensive experience of this work and has worked at many levels of the NHS and in all sectors of the NHS. At present all work streams, meetings etc have been stopped, while a new clinical strategy is being crafted.

The current situation in Bridgwater - Over the past years we have been disappointed on how the NHS and Somerset CCG has been run, and are therefore looking forward to improvements that the recent changes

will bring. This features, for example, 'practice at scale' which means having back other healthcare professionals based in practices, so patients can get good access to local services in a team led by the GP. We will keep the group updated.

4. The current situation in Bridgwater

Three years ago the Bridgwater Federation practices did a 'practice health check' and the results showed that a third of the GPs in the practice would retire in 18 months time. A lot of work was done on recruitment and a few weeks ago another healthcheck was done and there are only two GP vacancies now. A great result. Practices are experiencing other issues and they seem to be common across practices so we are working together to address these.

5. Dates of the 2018 meetings

Sue handed a list of the 2018 meeting dates

6 Any Other Business

None

**Date of the next meeting is
Wednesday 10th January 2018 at 12.30pm**