

TADLEY PARTICIPATION GROUP

ANNUAL PATIENT MEETING

Notes of the meeting held on Wednesday 3rd July 2019 in the waiting room at Holmwood Surgery at 6.30 p.m.

Fifty-three patients signed in plus Committee members (Claire Chambers, Val Turnbull, Gill Tomlins, Tony Wicks, Alan Chambers, Graham Wright, Kate Wright, Mary Cawley, Jean Chapman, Sheila Gunnell, and Hazel Metcalfe). The number of patients expressing their intention to attend exceeded the room capacity of seventy so a waiting list was in operation. This could have been cleared had more people sent apologies in advance. However, the Committee and the Practice are considering a larger venue for next year's meeting.

Dr Hogan, Dr Newman and Heidi Williams (Contracts Manager), and Elizabeth Chapman (Reception Manager) represented the Practice.

Introductions

Claire Chambers (PPG Chair) said it was great to see so many people interested in the Tadley Medical Partnership (TMP) and suggested people handed in their email addresses to become members of the PPG Focus group or volunteered at the end of the meeting for one of the vacancies on the Committee. She then asked Committee members to introduce themselves.

Next she explained that the Open meeting replaced the formal AGM as this had proved a more popular format with patients. It is an opportunity for them to hear about the TMP and PPG initiatives and to express views to inform future strategies. She invited Dr Newman to speak to the meeting after reminding everyone that, despite all the problems, we are fortunate in having a high-quality and caring medical service in the Tadley area.

Challenges for the practice

Dr Newman began by thanking the PPG Committee, TMP staff and patients. He explained that whilst it is still 'all about the patients' the old ways are changing as younger doctors are reluctant to commit as partners, preferring to work as salaried doctors without responsibility for the buildings etc. Currently there are four and a half partners and the Practice is the equivalent of four full time doctors short compared to ten years ago. The gaps are filled by locums with the result that seeing your own GP is more difficult.

He identified two changes that contribute to the problems: there are more older people who tend to have complex needs and younger people are quicker to ask for a diagnosis from a doctor.

The Practice is tackling the issue by:

- The appointment of two Advanced Nurse Practitioners
- Utilising two duty doctors each day so everyone who needs to is able to talk to someone before the end of the day (on Monday 1st July there had been 175 calls requesting Duty Doctor responses and 70 patients had been asked to visit the surgery to see a doctor).
- Offering the e-consult online service (see Practice website or posters in waiting rooms for details)

- Using the expertise of Practice Nurses differently e.g. utilising their expertise for specialised clinics such as Diabetes or Asthma whilst Health Care Assistants can deal with more general Treatment Room patients
- Appointing a pharmacist who can see patients for medication reviews and assist the doctors with medication queries
- Appointing and training three new Reception staff
- Constantly reviewing ‘the tide’ of patient needs against resources available
- As part of the Government’s 5-year plan for General Practice, Tadley has joined Watership Down Health (Kingsclere, Overton and Oakley Surgeries) to form the Rural North West Primary Care Network (PCN). The idea of this collaboration is to enable the PCN to share certain resources and these currently include a Physiotherapist who is at Tadley every Tuesday. We also share the services of a frailty nurse who is able to visit those patients with the greatest need in their homes. We will very soon be sharing a Social Prescriber in the form of a Red Cross Worker who will be able to help patients with all manner of issues. On the “wish list” is a Community Psychiatric Nurse who can be contacted directly by patients with no need for a GP referral
- An advisor from Citizen’s Advice sits in the Holmwood waiting room each Friday morning* and patients may approach for advice or, if preferred, book an appointment. The Practice provides a separate room for confidential conversations. *This service will move to Thursday mornings with effect from w/c 5.8.19

An overview of the work of the PPG Committee this year

A brief report was presented by the Chair of each of the sub-groups.

Patient leaflet This group is in the initial stages of producing a leaflet/booklet to be given to new patients on registration with a brief history of the Practice, useful information on resources and provision, timings etc.

Appointments This group met several times earlier in the year when patient concern at the lack of appointments was at a high and concluded when the duty doctor system had partially resolved the problem. The availability of non-urgent appointment e.g. for an annual review of medication continues to be a concern but the appointment of additional staff outlined above by Dr Newman should ease this situation too.

Terms of reference this group met through the Autumn of 2018 and completed a revision of the T o R clarifying as necessary.

Parking The car parks are too small for current demand but, after surveying Holmwood at various times of day over a month it was discovered that half the vehicles are for the pharmacy or dropping off repeat prescriptions. If patients used the pharmacy at quieter times (lunch time, late afternoon or Saturday) it would help as would an increase of ordering of prescriptions online. Once the drainage issue is sorted, lines will be repainted and the disabled spaces moved to a more convenient location.

Telephones After many hours of waiting for his calls to be answered and checking the messages the Chair of this group and his team made recommendations which were implemented by the Practice to clarify the emergency message. They established that the phone system (on a contract) is unable to indicate where a caller might be in a queue and, whilst it proved suitable in a pilot at Morland Surgery, struggles to cope with the number

of calls at peak times across TMP. Whilst patients continue to report difficulties the group will continue to monitor the situation.

Ongoing Committee matters

- Two Committee members represent TMP on the North Hampshire Clinical Commissioning Group PPG
- We have incorporated the PPG newsletter into the Practice one
- We respond to queries sent to the PPG email ppg4tadley@gmail.com
- Magazines continue to be sorted monthly and we are grateful for any donations of magazines up to three months old which may be left at either surgery.
- We are involved in the Happiness Lab sessions (posters in waiting rooms and around Tadley)
- We held drop-ins at Saturday surgeries

Future plans

- We have recently joined the National Association of Patient Participation to ensure we look for latest ideas and remain in line with other PPGs
- Attendance at the Citizen's Advice Liaison lunch - an opportunity to promote the PPG
- Two members are attending the collaboration workshops with Watership Down Practice

We are fortunate in that each Committee meeting is attended by several members of practice staff - typically a Doctor, the Practice Manager and Contracts Manager. They can respond to queries, share information from the Practice and take comments back for discussion.

Many patients remain unaware of the wealth of information on the website and of the wider group of PPG members who receive the Minutes from the PPG Committee meetings and any documentation considered or produced by them. A panel on the right hand side of the website home page lists other features of the Practice you might be interested in, including the PPG.

The Chair invited the meeting to raise concerns or ask questions.

Points covered were:

- The Social prescribing link with the Red Cross will work by Reception holding an appointment list and Red Cross personnel running a clinic. Opportunities for further social prescribing are being considered. Patients can self-refer or will be referred by GP.
- The chair by the blood pressure monitoring machine at Holmwood was broken and replaced with an ordinary chair which is not appropriate. Heidi Williams will deal with this.
- A patient had been told to see a doctor prior to making an appointment with a podiatrist which they felt to be unnecessary. Dr Newman said this could have been sorted on the phone. Also, with extended access to the surgery until 8 p.m. pre-booked consultations for this type of service will be possible at more convenient times.

- There are few online appointments at any one time. Heidi Williams explained that they are put online in batches but are snapped up. Blood test appointments may now be booked online.
- Some booked appointments don't appear on patient access. HW to check as they should.
- A patient noted that he had enjoyed good access to the Practice for 11 years but 18 months ago it began to go wrong. They were unaware of the PPG's relationship to the Practice which would have been a point of contact (though medical issues need to be taken up with TMP).
- Mental health problems appear to be more widespread as more people are seeking help hence the need for a community psychiatric nurse.
- A patient wished to see his own GP in whom he had total trust. Dr Newman referred to his earlier description of new working methods after admitting that he was used to the older ways himself but they are no longer working so change must be made.
- The telephone problem described will be dealt with by Tony Wicks.
- Tadley Medical Partnership will be collaborating with the Watership Down Health Partnership but it is not geographically sensible to join it.
- There is an inconsistent response to and from Secondary care and GPs have no greater access to the systems there than their patients. Contacting hospital secretaries for information was suggested by several people.
- Increased use of technology by those patients able to do so would reduce pressure on GPs. Dr Newman recommended NHS websites and e-consult.
- If Partnership Practices break down the NHS runs them with GPs working as contractors.

Vote of thanks

A patient stood to thank the TMP and the PPG on behalf of herself, her family and a friend. She said the world has changed considerably since the NHS was set up in 1948 and is a more difficult place so patients should offer thanks when they are being well cared for, as they are in this area.

The Chair concluded the meeting by thanking people for their contributions.

The meeting closed at 20.30

H Metcalfe

24/07/19