

Minutes Limes Medical Centre PPG

Date of meeting: 26th January 2015

In attendance

Alan Lloyd
Malcolm Hodges
Angela Hodges
Donna Cope
Andrea Swanson
Dr J. Southcott
David Hoon

Apologies

None

(Apologies received from Jane Martin subsequent to the meeting)

Welcome

Alan welcomed everyone to the meeting. A special welcome and congratulations from the group were extended to Dr Southcott on the latest addition to her family. Thanks were also extended for her attendance at the meeting as she was still on maternity leave.

Approval of Minutes

The minutes of the meeting held on 8th December 2014 were approved.

Matters Arising from previous minutes

Practice Handbook: Alan had noticed that the Practice Handbook had been further revised. Dr Southcott said that following the discussion held at the last PPG meeting, the practice had decided to update the Handbook to include the suggestions made.

Membership: Dr Southcott advised the Jessica Marsden is not a new member, but one who had attended several meetings earlier in the group's history. She believed the surgery would keep Jessica aware of meeting dates.

PPG Questionnaire/survey

Dr Southcott explained the surgery were having great difficulty in getting patients to complete the survey forms.

Angela said that she and Malcolm had the opposite experience. They had attended the surgery with the intention of asking patients to complete the survey and patients were really helpful, with most people co-operating. Malcolm said they had experienced a very

high success rate amongst patients asked and they succeeded in getting twenty forms completed in a single visit, which had lasted just over an hour.

The total number of surveys completed to date is just 26, all of which are in Alan's possession.

The group expressed disappointment at the number of completed surveys that were due to the surgeries efforts

Alan expressed further disappointment that when he attended the surgery and asked about the survey, reception staff were unaware about both the survey and the PPG itself.

Dr Southcott accepted that communication within the practice with regards to both these points needs to be improved.

Andrea said that at her workplace (GP surgery based in Nottingham area) they have an employee in charge of working with their PPG and they use it as part of their personal development. Group members thought that was a good idea.

David advised the group had previously agreed to target 400 completed surveys, representing approximately 5% of the patients registered at the surgery.

Angela and Malcolm said they would attend the surgery again with the aim of getting more surveys completed. Alan expressed appreciation on behalf of the group.

David said he would find it difficult to attend due to work commitments.

Andrea asked if it was possible for GPs to hand them out during consultations.

Dr Southcott said she would leave a message at reception for Betty to call Malcolm and Angela to make arrangements for their next visit to the surgery. This would hopefully smooth the way for a big push to achieve the target by the beginning of March.

Alan felt he would not have a problem in compiling the results.

CQC (Care Quality Commission)

Alan asked if the CQC would like to consult with the PPG. Dr Southcott said that personally she has no problem with the PPG being involved, although the surgery don't always get sufficient notice to be able to involve the PPG. Typically, a surgery will have only 48 notice.

Virtual Ward

Alan asked about the Virtual Ward and the degree of flexibility needed as he felt it must extra stress onto the practice.

Dr Southcott said the work doesn't always fall onto the doctors, some falls onto Social Services as well as the Community Matron. Presently, there is a push to get a percentage of surgery patients onto a care plan. She went on to explain that the care plans would have to be reviewed every six months, and with home visits too it could all be very time consuming.

Despite the approach, Dr Southcott felt the Virtual ward is valuable and would not want to lose it. It has been running for 18 months.

Alan asked if there had been a measure of success. Dr Southcott said this was not easy to determine and there was no current plan to investigate.

Dr Southcott felt that a current shortage of GPs was not helping the situation. This led on to a general discussion about general practice.

General discussion about general practice

Dr Southcott said that general practice was no longer attractive to doctors, even though medical students spend longer in general practice in their training than they did 10 years ago.

General practice has become “risky”, not in financially, but in terms of litigation.

She felt the prospect of general practice to students could be daunting with many asking “how do I fit this all in?”.

GPs are effectively asked to “balance” all the time. GPs want to do right by their patients but they don’t want to refer too many patients due to costs.

Shortage of time, pressure not to refer too many patients, risk of making mistakes; all these can leave GPs feeling vulnerable.

Future Local Meetings

Dr Southcott said that dates for Network meetings for 2015 have not been made available yet.

(See post meeting note below)

Next meetings

The next meeting for the PPG was set at Monday 23rd February 2015, at the surgery at 6.30 pm.

Post meeting notes

I have circulated the dates of PRG meetings to all our PPG Members by email on 2nd February. Thanks to Andrea for getting these to me. The next meeting is scheduled for the 17th March, venue to be advised due to the closure of The Chesterfield Hotel.