

**Minutes of a Meeting of the Patient Participation group held at Dawley  
Medical Practice on Wednesday 20<sup>th</sup> March 2019 @ 1.00pm**

**Present:** Joan Noel (chair), Patrick Spreadbury, Barbara Keeling, Barrie Allen, Victoria Tonks, Sue Woodvine, Juliet Esp, Neil Clarke, Diana Clarke, Sue Dhingra (note-taker).

**Apologies:** David Noel. Linda Leo sent a message to say she would no longer be able to attend meetings.

The minutes of the extra ordinary meeting held 31.1.19 were agreed.

There were no matters arising.

**Extraordinary Meeting – Follow Up re Appointments**

SDH – had been asked by Dr Bufton to update the group as follows: - NHS England had visited the practice last week, the numbers had been crunched and confirmed what had been suspected that Monday and Friday were the days with the highest demand on the phone and for appointments. The practice was now looking at ways of improving availability on Monday and Friday. Rather than release two weeks' worth of appointments on Monday, the release would be staggered across the week meaning that appointments would be released on each weekday. The meeting was asked if the group could suggest ways in which this change could be publicised. The following was suggested – a leaflet for reception (and other venues in Dawley such as the Christian Centre & Co-op). A message should be put on the TV screen in reception and on the practice website.

Recently sessions had been set aside for the GPs' to do admin work. These were being surrendered which would allow more appointments. The GPs would now have to do admin work in their own time.

Another matter under consideration was employing a Clinical Pharmacist to work in the practice. A suitably qualified CP would be able to prescribe and could specialise in chronic disease management. A CP would also be able to sign electronic prescriptions and carry out medication reviews thus freeing up GP time which could be utilised for appointments. .

**Rules of Meetings**

SM – Meetings of the PPG were held at lunchtime and had to finish at 2.00pm. The last meeting had run over. Going forward anything not discussed would have to be moved to the next meeting. It was also important to remember that the PPG was not a forum for personal matters. Anyone who felt they had a complaint should follow the practice complaints procedure or alternatively

address their concerns to the core group. PJS & SM had meetings with the practice on a monthly basis. It was agreed that the Terms of Reference drawn up by the core group in 2016 would be looked at again as there had been changes.

## UTC

PJS – Urgent Treatment Centres had been mandated by NHS England and needed to be in place by December 2019. Every CCG had to have one offering treatment for 12 hours a day, 365 days a year. Locally the service would be based in the same building as A&E and would be a GP led walk-in option, hopefully up and running by October. Patients arriving at the centre would be triaged by either a GP or Advanced Nurse Practitioner and directed to the appropriate service. There would also be appointments that could be booked via 111 or the Ambulance Service. Patients would be given a time and should be seen within 20-30 minutes of the slot. Walk-ins would still be available; patients would be triaged but could face a wait of up to 2 hours. There would be an urgent care centre at both the PRH & RSH operating 24 hours a day and an urgent treatment centre at both sites running 12 hours a day.

## GP Networks

PJS – GP networks were part of the government 10 year plan for the NHS. Practices would be expected to work within a network comprising several practices. The total list size would be a minimum of 30 and a maximum of 50 thousand patients. In Telford & Wrekin there were already 4 neighbourhood hubs. Dawley belonged to SET (South East Telford). It would make sense for Dawley to stay within this group. GP practices were being encouraged to join a network. If a practice decided not to then their patients would be automatically assigned to a network so that services in the community could be accessed (for example services like physiotherapy). By next year all patient records have to be accessible. 25% of all appointment should be available to book via an app. 111 would also have the ability to book an appointment at the practice. More information was available online by looking at NHS Innovation & Evaluation (160 pages although the first 85 were the most pertinent).

## Telford Healthy Hearts

PJS – This project was being run by the CCG with the British Heart Foundation and was targeting people who may be unaware that they had blood pressure problems. Patients were being tested in non-clinical surroundings to try and avoid white-coat syndrome. Across the Telford CCG every practice has a doctor or nurse who would be checking patients taking blood pressure medication.

## Get Telford Walking

PJS – The aim was to get residents walking to try and counteract the problems of diabetes and obesity. On the 19<sup>th</sup> May 2019 there would be a short walk from every practice ending in a gathering in the town park at 2.30 for a slice of cake!

## PSA Testing for Men over 50

BA – Wanted to know what the practice was doing to promote PSA testing.  
PJS – Reporting from a CCG perspective - this was not a national NHS campaign. Local initiatives organised by groups like Rotary and the Lions were coming up with false positives and negatives and could mean men having to undergo invasive tests that were not necessary. Information was available from Public Health England online or from the Prostate Association. No Dawley GP would refuse to order a PSA test for a patient who needed one.

It was agreed that SDH would ask if posters could be displayed in the practice highlighting the issues.

## Extended Access

SW – wanted to check that patients who couldn't get an appointment at Dawley were being given the number for the extended hours service. She hadn't been informed that it was available during a recent call.

SDH – to bring to the attention of reception.

DC wanted to highlight the fact that she recently had occasion to contact the surgery and had been very impressed with the service she had received.

The meeting closed at 2.00pm