

FOWEY RIVER PRACTICE
PATIENT PARTICIPATION GROUP MEETING
MINUTES OF THE MEETING
WEDNESDAY 9TH SEPTEMBER 2015
FOWEY 6PM

1) PRESENT

Chair (tonight) Anne B, Annette B, Chinty P, Christine P, SG, EG, VD, RD,
Dr Michael Waldron, Amanda Bone

2) APOLOGIES

Chair BL, PP

Anne B stood in as Chair as BL absence. She welcomed everyone to the meeting, thanked Annette B for the minutes and asked if there were any accuracy items with the minutes. 1 word and 2 letters will be amended.

3) MATTERS ARISING

Christine asked if Anne B had received the leaflet, AnneB said yes, but the attachment would not open. Christine P will send again.

*Anne B asked for clarification on the new Polruan Community Project. An update will be covered in the Practice feedback.

Item 5

Amanda Bone informed the group that there had been interest from a mum of young children who would like to join the committee. As this is a demographic that is not currently covered by the committee, a short discussion followed and all present thought this person would be a good asset for the committee.

- Anne B then proposed as an exception to the constitution to allow a 13th member of the committee.
- Motion was seconded by SG.
- Unanimously accepted by everyone present.

Amanda Bone will inform the new member.

Annette B to make a full list of members to include this new member and distribute to committee once confirmed.

FEEDBACK FROM PRACTICE

Amanda

Good News

Amanda informed the committee that the long awaited CQC, Quality Care Commissioning, Report finally arrived on 06-08-15, it was an excellent result, the practice has been rated:

- Good in all subjects and rated
 - Outstanding in the area of Poor Mental Health and Dementia.
- Everyone was delighted with the long awaited result. Anne B congratulated the Practice on this massive achievement. A sentiment reflected by all present.

Dr Waldron

Anne B asked for clarification on Brokerage. Dr Waldron said that Social Services were struggling to provide packages of care, if this happens then the request will have to go to Brokerage who will then tender, then allocate the appropriate package of care for patients.

Over spend on Prescriptions

The Practice currently has an over-spend on Prescriptions of £250000.00. Although most Practices run at a deficit, this is unsustainable so the partners have decided to make the move to using more generic brands. This move alone could make a huge saving especially on some of the more expensive drugs, which may cost £28.00 per month to £2.80. Although this will not eradicate the situation, it will go a good way to reducing this considerable expense. The Practice will be writing to certain patients on specific drugs about the change.

Dr Waldron explained that if the Practice did not get this under control then CQC may have to come in and look at other ways of making savings.

The Practice is looking at submitting a bid this week, for a Pharmacy service. This will be shared between the 3 surgeries. Other benefits for this bid will be that the Pharmacy can look at the prescription overspend and suggest adequate cheaper alternatives which could reduce the Prescription budget.

The Practice is also preparing a bid (to be submitted on Friday 11th September) to the St Austell Bay Consortium, this covers the area from Mevagissey to Lostwithiel.

The consortium is hoping to look at a range of provisions while still delivering Primary Care:

- Training for Health in the Community
- Local communities and District Nurses
- Local College
- Groups of GP in the area

The Practice is looking at shaping the development of the Consortium from the start of the project. There is a sum of money available for this project and the Practice wants to ensure it is allocated where it is needed most.

Dr Waldron said that Nationally some GP's in Practice will be looking at retiring in the next few years, General Practice will be facing:

- 10000 Doctors retiring in the next few years
- It takes 8 Years to train a Doctor
- The Government want to have 8000 new GP's in place in the next 5 years

There will be a shortfall of Doctors, which is where the Practice is hoping the new Consortium will be able to assist.

Dr Waldron indicated that there will be lots of change coming onto the horizon.

*The Community Project in Polruan looks like it will be going ahead. What will be in the new building has not been confirmed yet, but should be completed within 2 years. Dr Waldron will feedback further information at the next meeting.

Anne B asked if the increase in houses in the area is better for the Practice or not.

Dr Waldron said that the Practice needs to be as close to 8000 patients as possible so that the Practice can be viable.

The Practice is expecting between 400 and 500 additional patients following the changes in St Austell GP service. Although this is good to maintain the number of patients required to maintain a financial growth, all of these new patients' need to be seen, medications reviewed and tests performed, if necessary.

Chinty P asked if there were enough GP's to provide appointment cover as well as covering all of this additional work.

Dr Waldron said no, however the Practice has been pro-active and has taken steps to ensure that the GP's time is spent correctly dealing with patients and not work that can be covered by other relevant qualified staff. The Practice has appointed:

- New apprentice in reception
- New Health Care assistance to help with blood tests relieving Sue to cover her clinics and clinical appointments
- New trainee GP covering the same day appointments, this is working well but wanting to see specific Dr's on the day may be not always be possible.

Amanda informed the group that the Royal Devon & Exeter Clinical Research Engagement Officer had been in contact and would like to attend one of our meetings. A short discussion took place, all present saw this as a good opportunity to promote the group. Amanda will inform the Engagement Officer and arrange.

Amanda also informed the group that there is now a link available showing the new Practice website. Annette B to send out on the minutes for the group to peruse. See below.

<http://foweyriver.igpinvent.co.uk>

Virtual Group Feedback

Amanda said that she had sent the letter out to the entire virtual group asking if they wished to continue, as yet there has been no response.

EG asked if the poster should be signed, Amanda said not, for Data protection, just first names should appear.

Christine P had a copy of the PL24 publication and asked the group who she could contact to send the invitation to join the virtual group to. It was decided that Jill Butler should be the contact. It was decided that Christine P would contact PL24 and EG would contact Fowey & Golant news.

Christine P then showed the group the mock-up of the new PPG flyer. Everyone agreed that the flyer looked very professional and had the Group's vote of approval. Anne B expressed her thanks for all of the effort that had been put in to producing the letter and leaflet.

Out of Hours service

Annette B expressed her concern at the treatment of a family member when she had to attend an out of hour's clinic. The treatment she received was not of the standard which would normally be accepted.

Dr Waldron explained that the service bid was won by the Community Interest Company.

The new service, which is based on the very successful Devon model, has received high ratings in Devon, but it has experienced some teething problems here.

Doctors now have to cover more during their time in the Out Of Hours Clinics. Doctors are now expected to cover:

- face to face
- call backs,
- car and
- clinic

People who have already been assessed on the phone already have a risk factor, however walk-ins have an unknown risk factor and may be moved up the queue.

Dr Waldron also said that the GP local volunteer rate to cover the Out Of Hours, has only been 70%, this lack of uptake may be historical as people do not like change and are still unsure of the service, which maybe causing the hesitancy. The work will need to bed in to enable the scheme to work better. Hopefully it will be improve in 6 months. PPG will review the service again in March.

In response to the item brought up by Annette B, Dr Waldron asked if the lady in question would agree to submit her name and a brief summary of what happened to her and e-mail it to him.

Anne B also raised a point where an acquaintance had been unwell, had been told that they were severely unwell and that they would need to take insulin. However this information was incorrect and the patient did not need this invasive treatment. Dr Waldron again asked for an e-mail so he could investigate.

AOB

Christine P asked the group where would be the best place for leaflet to be distributed:

It was decided that they would be displayed in all 3 Surgeries, local shops and the Library in Fowey

Annette B informed the group that she will be away for the November meeting, and asked for a volunteer to take the minutes, ChintyP offered and was thanked.

Time and date of next meeting Wednesday 14th October at Par

Meeting ended 7.05pm

Agreed as true record:

Signed  Bill Leach Chair

Countersigned  Annette Bate Secretary

Date 14-10-2015