

Beauchamp House Surgery

Patient Participation Group

Meeting Minutes

Tuesday 22nd May 2018 at 7pm

Present:

Staff: Dr IA, KF

Patients: DW Chairman, PO, CP, ND, FW, TB,

Apologies: BF, SG, JB

Minutes of last meeting:

Agreed by those present. No matters arising.

Welcome to new members and goodbye to departing members:

DW introduced ND and TB to each other and reported that DR had left the group. PO enquired whether it was due to health reasons. DW Wasn't sure but would email DR to wish him well in that regard.

Sutherland Lodge Surgery

FW Heard that Sutherland Lodge (SL) were to receive over £500k in funding for surgery improvements and after making enquires of the local councillor, Jenny Chandler, was provided with the following extract from the agenda for the Council Meeting in July last year (which is available on the City Council website). CIL is Community Infrastructure Levy.

Sutherland Lodge GP Surgery Refurbishment – Great Baddow

Amount of CIL Requested - £525,000 Overall Project Cost – Estimated £900,000.

Project Description: This project put forward by NHS England is seeking CIL funding to support the full refurbishment of the Sutherland Lodge doctors' surgery located in Great Baddow. Works will include the addition of a lift, improved IT infrastructure and creation of additional clinical space. The works would increase capacity and enable an increase in the number and type of services delivered from the site – reducing the need for patients to attend hospital for routine appointments.

CIL Spending Panel Recommendation: Funding for the project is approved*

The project meets the criteria set. The Panel felt that this is a worthwhile project which would benefit residents in the surgery's catchment area.

**The Panel recommend that caveats should be placed within the agreement with NHS England to ensure that any money allocated should benefit the capital investment in NHS England property rather than the Health Care Provider (Virgin).*

KF Made enquires after hearing the news and was made aware that it would be possible for Beauchamp House (BH) to apply for 50% matched funding under CIL but in any event Dr D has advised the Council that SL had been placed in special measures. It is not known whether the funding will now go ahead.

Surgery Communication etc:

Newsletter. KF Newsletter being prepared for the summer.

Forthcoming NHS and Practice changes/announcements:**News from the surgery:**

KF Reception Manager is retiring after 40 years service and it will be a significant loss to the surgery. Chris Wood is being promoted and new reception staff will be recruited and much needed extra support will be provided for the Prescription Clerk. Wi-fi is now available in the surgery and is being funded for 2 years.

KF GDPR is on track for completion on 25th May. A new Patient Privacy Notice has been written and will be available on the website, at the reception desk and in New Patient info packs. 9500 Patients have been texted for consent to GDPR but only 4500 have responded. Patients will be able to request information held about them and although up to £50 can be charged for the service it is not enough to cover the cost of the work involved and this will result in a loss of income to the practice and could have serious implications depending upon the level of demand experienced.

KF BH are working in collaboration with Whitley House (WH) and Baddow Village (BV) with a view to improving services. The ideal patient size for best results is estimated to be 30-50K and a combined size of 38k is achieved by BH, WH & BV working together. KF stressed it is not a merger and there will be no change to backroom activity within each practice but the collaboration will provide peer support and they will be able to work together on projects and funding requests, e.g. for new staff. The three practices are currently working together in an endeavour to stop the closure of Wood St surgery which would have a negative impact if it should close. There is a steering committee which is represented by Dr IA and KF from BH. BH is to become research active in primary care. Dr Okon is the lead and this will increase surgery income. ND What sort of research? KF Studies recruiting patients with type 2 diabetes for example.

KF Problems at SL are impacting BH. SL patients are asking to move to BH. WF enquired about the proposed surgery at Beaulieu Park. KF Work has not yet started on the building but when it is open it will be run by Danbury surgery.

Appointment availability: PO referred to the difficulty experienced by his relation recently in trying to obtain an appointment. In particular he was concerned with the fact that the doctor he saw, once an appointment was obtained, asked for a second appointment five days later but he was told by the receptionist that there were none available. KF explained that the surgery were experiencing unprecedented demand for appointments and were achieving a higher level of appointments than are mandated by NHS England and are getting close to what is deemed an unsafe ratio of appointments per medical staff. BH is not alone in experiencing this and it is estimated there is currently a shortage of 10k appointments across Essex and that this number will rise to 30k in the next 5 years. Reception staff under under a great deal of pressure. There is a shortage of GP's and recruitment is currently very difficult. IA said his appointment list is full very early in the day but where a follow up appointment is required a space will be made available. The reception staff have

a very good team spirit which helps them cope with the pressures they are under. PO Enquired whether a Nurse could triage appointment requests. IA said that in order to provide triage the medical practitioner must be very highly qualified and an alternative is the telephone appointments that are currently being employed. TB said he thought the telephone appointments were a good idea and were working well. PO said he noticed that average salaries were higher at WH than at BH and was that because the doctors worked longer hours? KF The salaries at WH are higher because they offer other services, e.g. they are a dispensing practice, which increases their income generation.

KF mentioned that from 1st October extended hours appointments will be available to everyone, from 7am to 8pm although they will not be available at BH. Certain surgeries will be providing the service, e.g. Little Waltham and Hatfield Peverell.

NAPP:

DW has been advised that BH will be excluded because of non payment of fees. KF had not received any invoice reminders and was sure the fee had been paid but will double check.

MECCG:

PO Had attended the first hour of the meeting on 22nd May before leaving to attend this meeting. 111 and out of hours were being discussed. Call handlers are not clinically trained and follow a list of questions they are provided with. 2% of callers end up at A&E. PO advised that he was able to provide a copy of the latest annual report which runs to 98 pages. KPI's have deteriorated over the last 3 years but have been redacted in the final version of the report and PO had asked for them to be included.

Carers:

PO AFFC has lost most of its funding for adult carers to Carers First Kent. Young carers funding is still available and respite club is continuing. They are now sign posting to the new organisation.

Walking Group:

JB in her absence sent a report as follows. For the last couple of weeks we have reverted to doing the long walk by the river up until then we had been walking via the marina, Springfield Lock and the Springfield basin because of the cold wet weather since Christmas which has made the tow paths very muddy.

We have an average of 8 or 9 regulars and a few new walkers who have attended over the last few weeks. The walkers vary in their abilities and we have 2 or 3 slow walkers who stay at the back and everyone is able to go at their own pace.

Two new Walk Leaders have been trained and I am really grateful for the support of Roland Freshwater who is very encouraging to the walkers and is either back marker or middle marker. The other new Walk Leader is Dominique Thompson who will be leading more walks in the next quarter from July to September.

While I am away for the next 3 weeks there will be Walk Leaders who have maybe only done the walk once or twice, who will be leading the Surgery Walk, but they are very experienced at leading other walks for Heart and Sole and I'm sure everyone will make them welcome. Hopefully there will be enough regulars to remind them that tea is available. I will ask the co ordinator Rosie Lamb to tell them to contact reception when they arrive and introduce themselves.

PO Commented that the social side of the group is as beneficial as the physical side. FW There are enough leaders when the Heart & Soul leaders are included.

Meet & Greet:

FW Nothing decided about the next campaign. Clinical pharmacist a possible item. To be carried forward until July.

Any Other Business:

PO Advised that EMOP computer system is in place at Southend, Harlow and Basildon Hospitals which enables emails to advise admissions, discharges and medication changes to GP's and pharmacies but Broomfield operate a different system which is not compatible and does not offer the same facilities. KF Confirmed they operate a different computer programme.

FW Advised that Out of hours service is now run by IC24.

The meeting closed at 9pm.

The next meeting will be at 7.00pm on Tuesday 31 July 2018 at Beauchamp House Surgery.