Patient Participation Group Meeting – Neetside Surgery

Monday 21st September 2015 – 6.15pm

Present;

Melanie Chenoweth (Practice Manager)

Dr M Dowling

Jonathan McConnell (Chair)

Mike Wreford

Gemma Sampson

Apologies

Sue Lamble

Items Discussed;

1. Minutes From Previous Meeting

Discussed out of hours service for evenings and weekends – unsure how well it is working, is early days but Dr Dowling will not be working for them while Dr Julia is away anyway as he will be at the surgery every day. Previously doctors were able to choose whether they did a session in clinic, in the car or triage but now they are expected to do all three.

1. Blood Sample Processing

We would like bloods now to go to NDDH (Barnstaple) instead of RCHT (Truro) – had go ahead from commissioners but the week we were supposed to go live they said we could not because Treliske were unhappy, even though this had all been discussed with them previously. They claimed that it would destabilise them! We discussed why we felt we needed to change including the length of time it takes for our samples to get to Treliske (six hours) and we feel this is not a good service. Also, the majority of our patients go to clinics at Barnstaple and the two hospitals do not communicate results so consultants were unable to access patient’s results. This resulted in patients having to come in to collect paper copies to take with them or us having to fax the results which often got lost so consultants didn’t get them which looked bad for us. Lastly, because we did not have a courier for NDDH, if a patient’s blood had to go there (e.g. oncology) the patients had to physically take their own blood sample up to Stratton Medical Centre so that their courier could take it. We have written letters but Dr Dowling will write another letter to say that this issue has been discussed at our patient participation group and we will keep the PPG updated with any progress.

1. Locum Cover While Dr Julia is on Maternity Leave

We advertised for a GP to come and work for six months to cover Dr Julia but this was unsuccessful, we had no applicants. This is an indication of the dire situation in general practice at the moment, in that doctors do not want to become GPs. As a result of this Dr Dowling will be working his day off each week, Dr Blundell will be increasing from two to three days a week and the rest of the sessions are being covered by the few locums who are willing to come up to Bude.

1. Flu Clinics (adults and children), Shingles and Pneumococcal

Flu clinics are ready for booking and all eligible patients need to start booking in for this.

1. Electronic Prescription Service

We have started using this service with the local chemists and patients have to sign up for this with their regular chemist.

1. Online Appointments and Ordering Prescriptions (The Waiting Room)

The old system has completely stopped now for ordering prescriptions and the new system for ordering prescriptions and booking appointments is now up and running. In order to register for the new system (The Waiting Room) patients need to provide some photographic ID and an e-mail address unique to themselves. This can be organised through reception.

N.B. The Waiting Room is only available for patients over 18 years of age and no two patients may use the same e-mail address for confidentiality reasons.

1. Practice Survey

We discussed the results of the practice survey which was done in July 2015. We were very impressed with the results.

1. General Discussion

Discussion about the impact of having an extra workload with no extra funding and the state of the NHS in general.