**HOUNSFIELD SURGERY**

**PATIENT PARTICIPATION GROUP**

**Minutes of the Meeting held on Thursday, 28th February 2019**

Meeting opened by Chairperson Roberta Rawson at 6.45 pm who welcomed all members.

**Attendees:**

Terry Cooper, Roberta Rawson, Sandra Hemstock, Jane Beeching, Ali Addison, Janet Walker, Gillian Wainwright, Sarah Reah, Nick Bingham, Dr. K Moloney, Gill Gilroy, Gary Hesketh.

**Apologies:**

Apologies had been received from Barbara Bateson, Edna Smith, Maurice Meddins, Dr. E Vipas, Dorothy Masterman.

**Resignations:**

None.

**Minutes of the Last Meeting:**

Agreed.

**Sunday Extended Access Appointments:**

This is a trial initiative running from Newark hospital intended to facilitate GP appointments for those patients that cannot access regular weekday appointments due to individual circumstances (such as working away from home during the week). Appointments are available on a Sunday beginning 3rd March 2019. At this time, it is not known how long this trial will last. Appointments must be booked through a GP’s surgery and the system is available for non-emergency appointments only. The NHS 111 service also have access to this system. There are limitations to the service; for example, participating GP’s cannot prescribe medication (this being done at the patient’s regular practice the following day). Currently GP’s from Lombard Street and Collingham practices are the only ones participating in the system. There is more information available on this initiative on the surgery web site.

**Development Behind the Surgery:**

Building work has started and the additional surgery car park is now established. There was some confusion over the planning permission regarding whether or not there was to be a vehicular connection between the existing car park and the new one. Dr KM stated that the practice would have to apply for planning permission to provide a vehicular link between the two car parks, at expense to the practice, and it would also cause a reduction in the car parking places available for use. GH stated that the last plans available for inspection on the N&SDC website included a vehicular cut through and that without it, patients would be confused as to where to park, potentially leading to an escalation in inconsiderate parking by patients. Dr KM stated that the new car park would probably be used by staff, leaving the existing surgery car park exclusively for patients. In any event, the new car park will not be released by Persimmon Homes until the site is completed and new roads therein adopted by the Highways Authority.

**Spring Newsletter:**

RR stated that she hoped for the next newsletter to be completed by Easter. Information such as the Sunday Appointments Trial and Dr KM again doing the Tough Mudder challenge in support of Cancer charities would be included. Group members were asked to forward any ideas or items for inclusion to RR.

**Update on Newark MIU:**

After an initial push for ideas and feedback, things have now gone very quiet regarding the MIU. The practice has no further update at this time, although it was noted by attendees that there is still some confusion over the role of the MIU, not helped by there being more than one name for the former A&E hospital (Minor Injury Clinic or Urgency Care Centre). Both titles conjure up different meanings to the average person, and consequently the group felt that some further clarity of role is required.

**Patient & Public Engagement Committee (PPEC):**

RR has received an email from the above committee regarding their workplan for 2019. The PPEC ensures that patients and the public are actively involved in the commissioning of healthcare services, and that the patient voice remains at the centre of the National Health Service (NHS) Newark & Sherwood Clinical Commissioning Groups (CCG’s).

The PPEC has identified three programmes of work to take forward into 2019; these being:

* Cancer services
* Mental health services, and
* Self-care/social prescribing

The PPEC has extended an invitation to all PPG’s, Health Forums members and any other community groups to become involved in the three programmes of work. There was a discussion regarding ‘social prescribing’, what it means, and the kind of activity being considered by other groups. For example, TC is involved in the Canal & River Trust where canal walks are arranged in line with this initiative.

Anyone wishing to become involved should register their interest by no later than Friday 22 March 2019 by contacting the following people:

Julie Andrews – 01623 673329 (Julie.andrews@nhs.net), or

Katie Swinburn – 01623 673051 (katie.swinburn@nhs.net)

**Practice Update:**

The usual winter challenges to the NHS have impacted on the surgery, which together with a high influx of newly registering patients has caused a slight increase in waiting times. Some hospital referrals are taking up to 6 weeks due to the NHS being on black alert in January. This means the practice secretary is spending much more time in the working day chasing up referrals.

In many ways the surgery is a victim of its own success, with patients from Muskham and Caunton preferring to register here. In spite of this the surgery is still working to a maximum of 1 week for appointments, which is extremely good (some surgeries in the Newark & Sherwood area are working to 5 week appointments). Unlike many other GP surgeries, this practice does not triage patients at the point of initial contact and have no plans to do so. At present 30% of our patients are registered to use the surgeries on-line services.

With the Saxon Meadows development in mind Dr Vicki Clark has been taken on as a salaried GP working 4 sessions a week. She has immediately become involved in practice business and brings a wealth of experience having worked in several GP practices. This will also give the practice more flexibility to catch up on reports and other administrative duties.

From April 2019 GW is hoping to reduce her working hours to 2 days a week. The group prefers to think of this as an aspirational reduction in hours, rather than an actual one!

**Any Other Business:**

Residents in Sutton on Trent have again been mailed by a company offering a free prescription delivery service. This would appear to be designed to remove dispensing services from the surgery, whilst at the same time placing an administrative burden on it. GH wondered if this posed a threat to the surgery?

It was clarified that the surgery currently does offer a home medication delivery service to certain patients, usually for mental incapacity reasons, who have difficulty in taking their medication at the times required.    We assist them by using dossette boxes which allows the medication to be divided into the dosage and times when it should be taken.

Two members of staff then deliver these weekly to the patient.    In some cases, however, a family member or friend will collect these from the surgery.

The surgery always tries to help those patients who, for reasons other than mental incapacity, find it difficult to collect their medication and haven't a friend or family member who can help.   These are not regular deliveries but just to assist specific patients at a particularly difficult time. It would be a considerable expense to the practice to develop this service further and try to compete with the bigger pharmacies advertising a delivery service.

To assess patients' views, the surgery recently carried out a patient survey on our dispensary services.   Currently 99% of our patients are listed as dispensing patients, meaning that they wish to receive all prescribed medication through the practice dispensary.  The results of the survey showed that patients felt that they received an excellent service which was very rewarding for the practice.

**Date of Next Meeting:**

Thursday, 6th June 2019 at 6.45 pm