

**OVERTON PARK SURGERY
PATIENT PARTICIPATION GROUP MEETING
WEDNESDAY 21st November 2018 6:30PM**

MINUTES

PRESENT: AS, KM, CLC student, DC student, SH, RS, EH, Mark Thatcher Practice Manager, Dr Copps GP Partner

A. Welcome – introductions and apologies

No apologies reported. MT was pleased to welcome all of the expected members plus the students and Dr Copps. The group went around the table to introduce themselves and explain how long they had been involved with the PPG for.

B. Minutes of previous meeting

MT went through the minutes of the August 2018 meeting with the group. MT was pleased to report that once again a GP Partner from the practice was able to attend and that this would be continued in future meetings.

MT reported that he has had difficulty arranging new dates for the managing memory education session but has been provided with dates in November and December that will be discussed later in the agenda.

MT has also had difficulties finding speakers for future health education sessions. He will approach one of the Salaried GPs who is married to a dermatology consultant to see if there is a possibility of speaking at a future event. KM stated that she sees Dr Slimmings and he may be able to help or possibly recommend an alternative speaker. RS also know Dr Slimmings so this could be a possible avenue to pursue.

MT explained that Dr Wilson had attempted to address EH's question about the average working week of a GP and the difficulties in seeing the GP of choice. EH did not feel that it was entirely clear. Dr Copps explained that 9 session GPs are increasingly rare as the workload is unsustainable. Male and female GPs choose to work part time and there is a recruitment crisis.

EH explained that he sees one particular doctor at the surgery for a specific medical condition but that it is very difficult to get an appointment, sometimes the wait can be up to four weeks.

MT and CC talked about the different types of clinicians that are becoming increasingly prevalent in different parts of the country, such as Physician's Assistants, Advanced Nurse Practitioners (ANPs) and Paramedics. EH referred to GPs in the past working evenings and carrying out more home visits. Dr Copps explained that the nature of General Practice work has changed over the years, with increasing amounts of admin/paper work and different expectations from patients.

EH felt that this doesn't address the problem of the reduction in numbers of GPs. He asked Dr Copps about the number of patients she sees that could be considered not appropriate for GPs – Dr Copps felt this is a low number, possibly around 5%. EH wondered how the ageing population factored into the increasing workload pressures – Dr Copps acknowledged that it is an issue but it is apparent that patients tend to become more frail in their 80s rather than in their 70s. EH also asked if patients missing appointments is an issue. MT reported that 'Did Not Attends' (DNAs) does still represent a problem.

Returning to the previous minutes, MT confirmed that the GP Registrars have now left and we now have one GP Registrar, Dr Tim Davis.

C. PPG Health Education session update

MT reemphasised that he has been unable to organise new dates prior to this meeting but that the Managing Memory lead has been in touch and offered some new dates in November and December. It was felt by the group that it might be better to get Christmas out of the way and return to this in the New Year.

MT will contact the lead and ask for some dates in 2019. Dr Copps asked where the session would be held – MT is hoping that this will be at Sandford Road as in 2017. Overton Park has previously held some events at the Elim Church Hall but the previous arrangements between the surgery and the church have changed.

MT reported that he will liaise with Nic Stephens (Nurse for the Older Person at Overton Park) as she can provide an up to date list of patients newly diagnosed with Dementia and their families/carers.

D. Staff/Surgery update

MT explained that the surgery are hoping to appoint Dr Michael Williams as a 6 session partner in the new year. Dr Williams is currently a 3 session Salaried GP at the surgery – he will pick up the 3 sessions that Dr Nelson will be reducing by when he drops from 9 to 6 sessions in January 2019.

MT reported that the surgery will be putting on 'winter resilience clinics' during the winter months up to March 2019. These clinics are provided by surgeries who sign up to this scheme to try to help alleviate pressures on the NHS, A&E in particular, and help improve appointment access at the surgery. Most of the clinics will be held on Saturdays but there will also be some on weekdays, in particular COPD clinics run by our COPD lead nurse Debbie Hatcher.

As reported above, Dr Tim Davis has joined the surgery as a GP Registrar for 12 months. His GP trainer is Dr Coker.

The surgery continues to host 'Improved Access clinics' which provide additional appointments to the 6 GP surgeries that are part of the central Cheltenham network of practices.

Dr Copps talked about the flu campaign and difficulties surgeries have experienced in securing stock this year, particularly as one supplier provides the vaccine required for patients aged over 65. Dr Copps also noted that pharmacies tend to receive their stock before GP surgeries, and whilst they are perfectly entitled to provide the vaccine, the GP surgery is best placed to do so as it has instant access to the full patient medical record and can provide excellent care there and then if required.

E. Premises

MT and Dr Copps asked for opinions from the PPG members present about the surgery premises and what options there might be in the future. Dr Copps explained that the surgery has around 50% under the recommended floor space for a practice with this list. All of the members agreed that the location isn't of primary importance, the most important thing is the quality of care which they all feel is high.

MT explained that if there are any plans in the future to look at new sites for the surgery, he would very much welcome input from the PPG and it would be necessary for the practice to survey patients to seek opinions. MT reiterated that there are no plans to move at present but that the surgery has to consider this option.

F. Any other business

EH asked for clarification regarding 'over the counter' (OTC) medicines. Dr Copps explained that NHS England has instructed all GP surgeries to ensure that certain medicines are paid for over the counter by patients where practical. This would not apply, for instance, to aspirin which can be important in terms of treating patients with chronic conditions. Dr Copps also explained that Overton park Surgery does extremely well in terms of managing the prescribing budget – latest figures show that the surgery is 20% under the Gloucestershire CCG target.

SH talked about donations and charities in relation to the health service and remarked that at times this was less frequent in people with more disposable income.

H. Meeting dates for 2019

The group agreed to stick to Wednesday nights for meetings.

The proposed meeting dates for 2019 are as follows:

20/02/2019

22/05/2019

21/08/2019

20/11/2019

Meeting closed with thanks from MT to all for attending.