

# **AUDLEY MILLS PATIENT PARTICIPATION GROUP**

## **MINUTES OF MEETING**

**6.00pm Monday 3<sup>rd</sup> April 2017  
Audley Mills Medical Education Centre**

### **1. Welcome and apologies**

Brian Dawbarn (BD) welcomed everybody. There were no apologies

### **2. Minutes of last meeting, any actions (if not included later on the agenda)**

BD went through the minutes of the last meeting and agreed they were an accurate record.

### **3. Carers**

Steve Doherty, Practice Business Manager (SD) then introduced Gill Clark from Action for Family Carers who explained that a service had been provided for carers in the Surgery waiting room for the last few months. There were sessions on a Wednesday between 9.00am and 12.00 noon for patients to meet and discuss any issues if they so wished. She said that this was part of a Carers' project that the Surgery had been involved in, which also included asking carers to complete a card requesting to be added to the Surgery Carers' Register which meant that if they consented, they could then be contacted by various other organisations offering help. Gill answered several questions about the service and was thanked for her presentation.

### **4. Update**

- List size and appointments

SD said that the current list size was 21,069, which was an increase of 320 over the previous six months. Sally Downs, Practice Manager (SAD) said that the rate of increase had meant that the Surgery had had to review its list area, as the demand was increasing so much. She said that a number of patients had been written to recently because they were a considerable distance outside of the practice area and asked to register with a more local Surgery. She said that it was a difficult decision for the Doctors to take, but it had become necessary as it was becoming increasingly difficult to carry out

home visits for these patients.

- GP and staff changes

SD said that there had not been any changes to the Partnership, but there had been an additional salaried GP employed – Dr Zoey Keeble, who had previously been a Registrar at the practice. This meant that there were now 10 partners, three salaried GPs and between four and six registrars at any one time. SAD said that there had also been several changes to the nursing team and that she was very pleased with the current staff.

- CCG – Neighbourhood “Hubs”

SD said that the CCG was still proceeding with its idea of grouping practices into neighbourhoods or “hubs” and that this practice was still part of one with three other practices in the Rayleigh area. However, as he had mentioned previously, the other three practices were not keen to work with Audley Mills and so for the time being there had been very little progress.

- Works to the Surgery

SAD and said that there had been some extensive works recently to the reception area in the main surgery. This involved changing the reception window so that patients could hear and be heard more easily and also closing off the back reception area so that the receptionists were not so distracted by the noise. She said that this had proved to be very successful.

## **5. Complaints summary**

BD went through the complaints summary and discussed it with Dr Whiting. He said again it was reassuring to note that the overall number of complaints was very low compared to the total number of patients seen over the six-month period.

## **6. GP Access – proposal to change appointment system**

Dr Whiting gave a presentation about a proposed change to the Practice’s appointment and how it will work. In summary, he said that the Practice is proposing to alter the way that patients book appointments with a view to changing all GP appointments to telephone appointments. This will work by a return telephone call being booked, which will then be made by a GP, who will then decide if a patient needs to be seen or whether they can be dealt with in some other way. This has been successful in numerous other practices and has shown that because of the reduced number of face-to-face appointments, the GPs can deal with more patients, which eases pressure on the appointment system. In many cases also patients no longer have to take time off work and can be dealt with in their own home. However, there are going to

be problems with commuters and with patients who are difficult contact on the phone and it is expected that there will be some considerable teething problems when the system goes live – probably in mid June. The members of the group emphasise that communication will be very important and that it should be reviewed frequently and if necessary changed once patient feedback is given.

#### **7. Any further comments/suggestions from Group members**

There was a question about over-the-counter medicines and the recent recommendation from the CCG and NHS England that doctors try to avoid prescribing certain over-the-counter medications and ask the patients to purchase them themselves.

#### **8. Date of next meeting – 6<sup>th</sup> November 2017**