

# **AUDLEY MILLS PATIENT PARTICIPATION GROUP**

## **MINUTES OF MEETING**

**6.00pm Monday 6<sup>th</sup> November 2017  
Audley Mills Medical Education Centre**

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

Brian Dawbarn (BD) welcomed everybody.

### **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. There was a question about the list size and the fact that the Practice was writing to some patients registered outside of the area asking them to register elsewhere. The question was whether this had been successful. SAD said that it had been, although the numbers were quite small and in some cases patients were registering again giving a Rayleigh address. There was also question about over-the-counter medicines and whether the recommendation to suggest that patients buy these this was working. Dr Wright said that it was quite difficult in some cases to persuade patients to do this.

### **3. Update**

- **GP access appointment system**

SD brought the members up-to-date on the progress since the practice changed its appointment system in June 2017 and amended again in October 2017. He said that the change to a system whereby all patients were telephoned by a GP had worked very successfully for patients, but the initial increase in demand had been difficult to cope with and, unfortunately, the demand showed no signs of reducing. He said that the Practice had to decide to cease offering appointments all day as this meant just adding more a more appointments to each doctors list and instead a fixed number of appointments were offered and once these had gone, the phone message was changed to say that there were no appointments left. He said that this had still meant that a large number of appointments in addition to the number previously offered were available, but the GPs were still struggling to cope (as were the rest of the staff). Following a review, it was noticed that a large number of telephone calls resulted in patients being called in for a face-to-face appointment and that these then became duplicate appointments. The system was therefore changed again so that since October 2017, patients have been given the choice of a telephone call back or to ask for a face-to-face consultation and this was also being offered on system online. He said that so far this had resulted in a much better system for all and hopefully this would continue.

Brian Dawbarn asked all the members for their experiences of the new system and the feedback was very good. Brian Dawbarn said that this did show that overall the

change was of benefit to the patients, but he appreciated that the GPs needed to be able to cope and looked forward to hearing how the system developed over the next few months.

- **CCG neighbourhood hubs**

Steve D said that as previously mentioned the CCG had split all of the Castle Point and Rochford practices into four localities and that Audley Mills was part of the Rayleigh locality or hub. They were put into this locality alongside Dr J Jayaweera, William Harvey surgery and Church View surgery. Although there was some reluctance amongst the Practices to get involved at all, it was now proving necessary as the CCG was making any further increased funding dependent upon the Practices forming a group or Federation and was even insisting on them setting up some kind of legal entity so that if any funds were available, they would be held by this organisation. Steve D said that it seemed exceedingly bureaucratic and unnecessary but it was the way that things were going. He said that it was all part of the NHS England drive for practices to work "at scale" i.e. in large groups whether they wanted to or not.

#### **4. Complaints summary**

Brian Dawbarn said that this unfortunately seemed larger than on previous occasions. SAD said that without doubt the number of complaints had increased following the change to the new appointment system. She said that also patients were finding it easy to complain online if they were unable to get an appointment and this had resulted in an increase. She said that both she and Steve D were of the opinion that the actual number of dissatisfied patients had not increased, but that the ability to fire off a complaint had become increasingly easy. She said that whilst it was good to get the feedback, it sometimes took a lot of time to deal with the complaints, which was not always the best or most constructive use of everybody's time. Brian Dawbarn went through the list and discussed it with the group.

#### **5. New members wishing to join the group**

Steve D said that three patients had expressed an interest in joining the group and he just wanted to clarify with the existing members whether he should just ask them to come along or whether it should be discussed with the existing group beforehand. It was agreed that he should just ask them to come along as long as it was explained that this was not a forum to discuss any personal issues, but was representative of all of the patients.

***Date of next meeting : 6:00pm on Monday, 23rd April 2018***

***(Although now suggested as 6.00pm 21<sup>st</sup> February 2018)***