



# Luson Surgery

## Patient Participation Group

Meeting Notes Wed 4<sup>th</sup> April 2018 – 6.00pm

### **Attendees:**

Glyn Meredith, Michael Clarke, Chas Jacobs, Jenny Roncaglia, Lyn Harvey & Martin Ellacott

### **Apologies:**

None

### **National GP Survey July 2017 results**

The results were reviewed for the benefit of those who were unable to attend the last meeting.

In general the results are very pleasing with the practice at or above the Somerset CCG average in 21 of 23 indicators, and at or above the national average in 22 of 23 indicators.

It was good to see that patient satisfaction with GP consultations had been maintained at its high level since past surveys. The figures for nurse appointments have seen 4 of 6 indicators reduce slightly. This reflects the reduced experience in the treatment room following the introduction of Nurse Practitioner role. More pleasing is maintaining the improvement in patient satisfaction with their nurse appointments. We had seen an increase in all 6 indicators over each of the previous 3 surveys, and they remain at high levels.

We have improved our high score for telephone access, we see our patients within 15 minutes on more occasions than average, and a high percentage of patients were able to see their preferred GP, due to our personal list system. Our score for overall experience remains in the low nineties.

We have made significant improvements in the areas raised as in need of improvement in last year's review;

#### **Opening hours**

This indicator improved from 74 last year to 79 this year and is now in line with the Somerset average. This is despite the survey figures being taken before the introduction of improved access hours.

#### **Confidence and trust in the last nurse they saw or spoke to**

This indicator improved from 96 last year to 98 in the current survey, matching the Somerset average and slightly ahead of the national average.

#### **The last appointment they got was convenient**

Our survey results have improved from 93 last year to 96 this year. In the same period the Somerset and national levels fell, leaving the practice well ahead of both indicators.

Our overall scores have shown improvements in each of the past 4 surveys, and as these are published online, it does attract more patients. Going forward we may find that the increase in patient numbers and patient demand will have an impact on future results.

## **Taunton Wellbeing Service**

Lyn Harvey (Wellbeing Adviser for Luson & Lister House, Wiveliscombe) joined the meeting to provide an update.

The project was established as a 'test and learn' initiative 3 years ago, subject to ongoing review by NHS England as to the possible benefits of wider implementation.

The service seeks to address people's needs holistically, supporting and motivating them to take greater control of their own health, where ever possible.

The service is open to people over 18 who are in need of support, at risk or struggling. Referrals are generally made from healthcare professionals, although patients can self-refer through the Wellbeing Adviser at their practice.

The Wellbeing advisers provide a link between the patient's healthcare and general wellbeing. They provide support for the individual by helping them source support provided by local services, the community and voluntary organisations. They provide support, advice, encouragement and co-ordination for psycho-social issues that impact on the patients' general wellbeing. They can establish links with other people in the community to deal with patients' general wellbeing needs, with an aim of reducing their dependency on their GP for non-clinical matters.

The service also runs a drop in session at Taunton Library on Tuesday morning and Thursday afternoon offering advice, signposting and peer support.

The service has provided clear benefits to many patients, who otherwise might not have received valuable support. It has benefited GPs by reducing demands on their time, which has then been focussed on the clinical needs of their patients. In the light of these benefits the service has been re-comissioned for a further year.

## **Growth of patient numbers**

A graph representing the rise in patient number was discussed, which indicates an increase of 10.8% since Sept 2015. Factors include new housing in Wellington and a steady flow of patients from Wellington Medical Centre. General population in Somerset has increased by about 2.5%.

The introduction of the Nurse Practitioner Role has taken some of the pressure from the GPs for on the day appointments, and we now have a NP every morning and on Monday afternoon. Both Nurse Practitioners are now able to prescribe, which helps with their speed of consultations.

There remains pressure on GP time, and the practice are currently making changes on the Administration side to relieve the GPs of some of their paperwork burden, releasing them to focus on patients.

## **Planned GP Changes**

Dr Barbara Crabtree is hoping to retire at some stage this year. She intends to work on until the practice is able to find a suitable replacement for her. Recruitment efforts have so far drawn a blank, reflecting the national shortage of GPs. However, we have one GP coming to meet with that practice later in the month.

The intention is to add another 2 GP sessions per week for the new GP, who will then be working half-time. This will go some way to improving the GP workload by improving the GP to patient ration.

## **CCG Workforce review – Feb 2018**

We reviewed a one page GP Workforce overview produced by Somerset CCG in February 2018, covering changes from Sept 2015 to Sept 2017.

This showed the loss of 36 GP partners (27 FTE) and an increase of 10 Salaried GPs (3 FTE). Overall there was a net loss of 24 FTE GPs over the 2 year period.

With a growth in population of 1.97% over this period this has seen the patient to FTE GP ratio increase from 1635 to 1787.

Over the same period numbers at Luson increased by 6.65% with patient to FTE GP ratio increasing from 1800 to 1919. The current position at 1<sup>st</sup> April 2018 is a ratio of 1994, compared to a national average of 2000.

If successful in recruiting a new half time GP, our ratio would reduce to 1851, which with the support of the Nurse Practitioners' extra capacity would be more realistic and manageable.

The proportion of GPs over the age of 55 currently stands at 25% for Somerset, 29% for Luson and 21.5% nationally.

## **Somerset CCG Patient Involvement emails**

Somerset CCG sends out emails detailing new initiatives and events, which may be of interest to patient groups. Jenny, Michael and Chas have all agreed to receive a copy of the emails for the time being, and will advise ME if they change their mind. Unfortunately this is only practically available on-line.

Date for next meeting has been set for 8<sup>th</sup> August 2018 at 6pm.

The meeting closed at 7.15pm

5<sup>th</sup> April 2018  
Martin Ellacott  
[martinellacott@nhs.net](mailto:martinellacott@nhs.net)