



Luson Surgery

Patient Participation Group

Meeting Notes Wed 3rd June 2015 - 6.00pm

Attendees:

Michael Clarke, Chaz Jacobs, Glyn Meredith, Martin Ellacott, Dr Adedayo Awodiji

Apologies:

Mrs Jacqueline Chidgey-Clark, Mrs Gail Lanigan, Mrs Jenny Roncaglia

Notes from meeting on 15th April 2015 accepted with no amendments required.

Topics from the last meeting

CQC Report Oct 2013

- A copy of the latest CQC report on Luson Surgery had been distributed at the last meeting
- There were no questions raised

CARE.DATA

- A copy of the latest information leaflet was distributed at the previous meeting
- Luson Surgery will be one of the trial practices for the proposed new communication with the public
- No date has yet been set for the trial to commence
- It was noted that there had again been negative comment in the press
- The feeling of the meeting was that data sharing is necessary if there is to be a better link between different sections of the NHS

New Developments

Electronic Prescribing

- ME updated the meeting following the introduction of this service
- Prescriptions can now be sent direct to the pharmacy of choice, and this need not be local
- This will streamline the process of ordering repeat medication, especially when combined with on-line ordering

Patient Access – Medical Records

- ME advised the meeting following the change to this service
- In addition to booking appointments and ordering repeat medication, patients can now view details of ALL medications and allergies held on their medical records.
- Future developments will see access to blood results, hospital correspondence and consultation records, starting in 2016.

Discussion Topic

Government commitment to 7 day services

We started by reviewing the government's election pledges from their manifesto. Whilst 4 of the relate to general funding and aspirations, 2 relate directly to primary care;

- ***A guarantee that everyone over 75 will get a same-day appointment if they need one.***
 - ME emphasised that the practice would hope that everyone who ***needed*** an appointment on the day would get one anyway, irrespective of age
- ***Ensure you can see a GP and receive the hospital care you need, seven days a week by 2020.***
 - CJ felt that a key phrase here was 'care you need' (rather than want)
 - All agreed that the financial constraints on the system mean that people cannot expect necessarily to get what they want, when they want, and that a level of compromise was inevitable
 - MC raised the point that there had been experiments in the North of England with 7-day 8 till 8 opening in some GP surgeries, but these had been cut back due to lack of demand
 - The point was made that many businesses had experimented with extended hours in recent year, including banks and supermarkets, only to find that the cost of expanding the service outweighed any additional benefits
 - A more likely scenario was thought to be the possibility of a single GP surgery in the area opening for the benefit of all patients, perhaps on a rotation basis, rather than expecting all surgeries to open 7-day a week
 - The meeting was in general agreement that a more productive plan might be a campaign to educate the public on the correct, and therefore more effective, use of the existing services.

Date for next meeting agreed as 4th November 2015 at 6pm. The meeting will consider a problem or challenge facing the practice and provide input towards a solution.

The meeting closed at 7.20pm

Following the meeting, Gail Lanigan withdrew from the PPG, as she is unable to make evening meetings.

11th June 2015

Martin Ellacott

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