



Luson Surgery

Patient Participation Group

Meeting Notes Wed 4th November 2015 - 6.00pm

Attendees:

Michael Clarke, Chaz Jacobs, Glyn Meredith, Mrs Jenny Roncaglia, Martin Ellacott, Dr Rachel Yates

Apologies:

Mrs Liz Watts

Notes from meeting on 3rd June 2015 accepted with no amendments required.

Topics from the last meeting

No matters arising

New Topics

Influenza Vaccination uptake

- ME advised the meeting that the practice has noted that whilst overall number vaccinated has increased slightly, the percentage of eligible patients taking up the vaccination over the past 3 years has fallen slightly
- Possible reasons behind this were discussed, and the following possible reasons put forward
 - There has not been a 'flu scare' in the press for a few years
 - As a result, possibly some complacency amongst patients
 - Recent publicity regarding the effectiveness of last year's vaccine, said to be only 33% effective, might be a factor
- Involvement of pharmacies in delivering vaccinations has seen a small percentage of patients (4.3% so far) use this option, which it is acknowledged provides an element of choice and flexibility
- Flu vaccinations are delivered through a mixture of Saturday morning clinics, visits by District Nurses and GPs for the housebound, and within the treatment room clinic for those who cannot make the clinics. The group were content with the way flu vaccinations are delivered within the practice.

SWOT Analysis

- Previously the group has discussed the federation of GP practices within Taunton Deane, and the plan for some services to be delivered across the federation on a joint basis. This will primarily be new services for the moment.

- The first such venture has recently started, offering support to patients with multiple long term conditions through Wellbeing Advisers.
- The WAs, along with nursing support, will assist these patients in drawing up a care plan, which will help the patient to self-manage to a greater extent, albeit with the support of the WA and nurse. The WA will also provide support and guidance on social issues.
- Taunton Deane Federation is looking towards the future and undertaking a planning process. As part of this Lusson Surgery will be having a planning discussion next week, and the meeting was invited feed into this process by giving their views on the practice and the issues affecting it, in the form of a SWOT analysis.

○ **Strengths**

- Size
 - The intimacy of the service is important as patients quickly get to know the staff
 - This helps communication, when knowing who you are dealing with
- Patient Access
 - This is seen as particularly useful in booking appointments or ordering prescriptions, avoiding the need for phone calls
- Telephone
 - Ease of access and speed of response by the practice were noted as an important factor
- Nurse Practitioner
 - The availability of a prescribing nurse for acute problems is seen as an asset

○ **Weaknesses**

- Doctors need to be prepared to say NO more often, and deliver the hard messages to patients
- This might educate future behaviour by patients

○ **Opportunities**

- Charging for missed appointments – reduce DNAs (not permitted at the moment)
- Greater use of triage to screen requests for appointments and ensure best use of available resource
- Integrated Technology
 - To build on the increasing functionality of Patient Access, Electronic Prescriptions and Referrals to streamline processes

○ **Threats**

- Current model will not be sustainable in the long term – recognise that practices will need to evolve
- Pressure on GPs – impacts upon their ability to do the job
- Lack of GP recruitment

- Although we have been able to recruit 2 new GPs in the past 4 years, a number of local practices have outstanding vacancies
- The availability of locum cover for absent GPs is also an issue locally
- Increasing Government intervention, such as 7 day opening, making life more difficult for GPs, and impacting further on recruitment
- Pharmacies involvement – seen as a threat in taking business (and therefore funding) away from practices, but also as an opportunity for patients in terms of choice and flexibility.

Date for next meeting agreed as 3rd February 2015 at 6pm.

The meeting closed at 7.15pm

5th Nov 2015
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