

Minutes of Summerhill Surgery Patient Group Meeting

Friday 5th December 2014

Those present:

Lisa Hardaker, Practice Manager
Janet Jarman, Admin
Jane Rowland
Mary Parker
Christina Hault
Bernice Farnan
Spridoula Duffey
Ann Shilling
Gursharanjit Daheley

Lisa started by welcoming Jane Rowland to the meeting and thanked her for joining the Patient Group. Ms Rowland asked what the purpose of the meeting was and Lisa explained that she often only gets to speak to patients when they have a complaint so it is good to invite them to join the Group to speak about matters concerning the surgery and how things might be improved for the benefit of the surgery.

Lisa explained that Olivia was absent from the meeting as she had gone off to do some training and was now only working two days per week.

Lisa reported that we have now had a new computer system installed and the EMIS system is up and running. Many things are better on the new system, with quicker access to medical information but as with any system some of the old ways of doing things are being missed by the staff and Doctors. We are all having lots of training and gradually picking up the new way of doing things. We had had the VISION system for 15 years. Most surgeries have EMIS at present.

The building work at the surgery has started with stairs being put in to reach the roof space. Half this area will be used for storing patients' notes. This would free up room in the office/reception area. A new disabled toilet will be fitted. The small Health Care Assistant room and the present disabled toilet will then be knocked through to make a bigger room. Electric doors will be fitted for patient access in the second week of January. Lino will replace the carpet in the Waiting Room. The benches will be removed and replaced by chairs and new lighting fitted. There will be a new Reception area.

Mrs. Shilling pointed out that the writing on the television is too small to read easily and asked if there was a way it could be made bigger. Lisa said the information displayed on the screen should now be up-to-date regarding clinics and services provided by the surgery.

At present we have 2 permanent Partners and a Locum each day. Monday and Friday appointments with the Partners can only be booked on the day to give access to as many patients as possible as these are the busiest days. Unfortunately it is more lucrative to be a Locum than sign up as a full partner as Locums do not have to deal with paperwork and results and can choose the hours they wish to work. There is a shortage of Doctors and we are still advertising for another Partner but the Government is taking away the incentive to stay in a surgery. We did try employing a Nurse Practitioner but the patients did not seem to trust in their advice and would then book another appointment to get things confirmed by a GP which defeated the object. At present we have Locums available until March 2015. If Locums are practising they have to keep up with current

information. Dr. Grover and Dr. Kamal own the surgery. Most surgeries in the area are owned by the Doctors who are Partners.

We are getting a lot of non-attendance on the Nurses appointments. Patients do not let us know that they will not be attending and a lot of time is wasted. The new system will text patients to remind them of their appointments so we are hoping that this will improve. There is a facility on the telephone system to leave a message to cancel an appointment but patients are not doing this. We have now set up a Travel Clinic and can offer Yellow Fever vaccination. Lyndsey has now returned from her maternity leave and is busy with diabetic clinics.

When discussing the appointment system it was apparent that the triage list is still not always offered when the appointments have been filled. Lisa said that she must be informed of this so she can speak to Reception and see who is not offering this service. There is a high demand for appointments with many of the same people ringing for appointments all the time. The surgery can receive between 500 - 600 calls per day.

Mrs. Farnan wished to highlight a problem she had when trying to telephone the surgery. She rang at 3.50 pm and pressed 2 for appointments. After waiting for 11 minutes the call cut off so she rang again and held for 8 minutes. She was told there were no prebookable appointments so should ring at 8 o'clock on the day she wished to be seen. She later checked and found that the call had cost her £2.40 which she felt was unacceptable. Lisa said that occasionally we do still have some appointments on the day at this time of day so it is always worth asking. There is a high volume of calls coming into the surgery and unfortunately it can still take some time to get through. Ms Rowland said she had looked up the ratio of patients per Doctor at Summerhill and this showed 3,204 per Doctor whilst other Doctors showed 1,700. She wondered why we were still taking patients onto our List. Lisa pointed out that people still need to be registered with a Doctor to receive treatment so our Doctors had decided not to close our Lists as everyone is entitled to register with a Doctor and have access to medical treatment if it was required.

We have some pre-bookable appointments and these can be booked up to one month ahead. Patients can now register for on-line booking. The surgery needs to see photo ID for the patients and they will then be given a code to enter for online booking and ordering prescriptions. Next year it is intended that patients will be able to view their own records. This may exclude some results as patients would not know how to evaluate them and this could cause problems because what might be deemed as a satisfactory result for one patient, this may not be the case for another patient with different medical conditions. The Out of Hours Doctors would also have access to some medical information to refer to when seeing a patient in an emergency or outside surgery hours. This would include a summary of their past medical history and their present medical conditions. The GP's are guardians of patient information. There is a lot written in the media at the moment about the possibility of insurance companies using patient information and how secure this system would be. Mrs. Parker pointed out how many scams there are on the telephone these days.

The Pharmacy is still doing well and the Government is encouraging Pharmacists to take more responsibility and patients are being encouraged to ask at the Pharmacy for advice first for minor ailments. A new Pharmacist, Jennifer, has started at Summerhill Pharmacy. She will be doing medication reviews. Graham, the owner, comes down once a month to check that everything is going well and meets with Lisa and the Doctors.

The surgery receives guidelines from the Government with specifications for the enhanced services. They are trying to encourage patients to attend surgery rather than go to the A & E Department and to use the 111 service who will give advice and direct the patient to the appropriate services or call an ambulance if necessary. The 111 service did experience problems when it was first set up and

the public lost confidence in it but it has overcome these difficulties. Mrs. Farnan felt that many patients did not like to use A & E because of the long waits. A & E charges £85 to the surgery as soon as a patient signs in. If they are seen by the Out of Hours service the charge is £60. Sometimes a patient will be seen by OOH and then referred to A & E which results in both fees being charged to the GP budget. The CCG is taking funding away from the GP's. More money is required to be put into the NHS. Every area has its own budget but the Hospitals are asking the GP's to provide more tests and prescribe medication which are services they would have previously provided. This then comes out of the GP budget. Although GP's earn a high salary, they pay income tax on any profit made by the surgery.

Mrs. Parker brought along the cutting from the Newspaper where our surgery had been listed as one of four in the poorest care band. Lisa said these findings were unfair and would have been based on a random survey from NHS England. The surgery had not had an inspection to base this finding on, and Lisa had taken advice and been advised not to speak to the media but to go through the CCG. This report does not give the full picture and only one surgery got a high score. Also the NHS site rates Doctors and this is all based on last years data. Mrs. Parker said her treatment and care at the surgery had always been excellent and she had always got access to a Doctor when she really needed it.

Lisa finished the meeting by asking the Patient Group to inform her of any problems they were experiencing regarding appointments etc, as she could only rectify these things if she knew about them.

The next Patient Group Meeting will be held on: Friday 6th February, 2015 at 11 am at St. Marks Church Hall, Ramsgate.