

Patient Participation Group

Minutes of meeting

20.10.2010 1pm held in Conference Room at Ashville Medical Practice

Changes to Practice

James Logan introduced himself as the new Practice/Business Manager. He informed the group of the recent changes to staff/doctors.

Dr Pearson - now retired

Dr Johnson - now retired – Letter circulated from Dr Johnson

Dr Wood - left the Practice

Dr Park - left the Practice

Dawn Brook (Practice Manager) - now left

Michelle Best (Health Care Assistant) - now left

Dr Hirani – On Maternity leave

James Logan explained that over the last year there has been lots of changes and that things are starting to look up as we now have now filled in the gaps with three new Doctors:

Dr Campbell

Dr Chawla

Dr Mba

And also a First Contact Practitioner, Heather Gillott who will be triaging patients to take pressure off the Duty Doctor.

Dr Scargill is now the Senior Partner and Dr Rainford and Dr Trivedi have changed from Salaried GP's to Partners in the Practice. Attendees of the group asked which of the Doctors will be permanent. The three new doctors are permanent. We have Dr Chilukuri and Dr Devineni that are doing Locum sessions to cover for Dr Hirani while she is on maternity leave. The group members asked if the new doctors were fully qualified or are they trainees, they were reassured by James Logan that they were fully qualified and very competent.

The Group expressed that they would like a Doctor present at the next meeting and at all meetings if possible. James Logan stated that this will be addressed and hopefully we will have a Doctor present at the next meeting.

Human Resources

Jennifer Marsden introduced herself. Jennifer is working for the Practice to help with contracts etc. Jennifer works for a company called HR Experts.

A question of who should be involved in the participation group was brought up and James Logan suggested that we advertise to patients as we have this time so that they can be involved if they wish. The next meeting date will advertised on the practice website along with the minutes from this meeting.

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Flu Saturday

The Practice advertised in the Barnsley Chronicle for patients to attend on Saturday the 16th of October to have their flu vaccines. We had over 400 people to attend the Saturday Flu Session. Mr Logan is auditing if it was worth the practice advertising and holding the day as it was quite costly. The general consensus was that the day went well although it has not been decided if the same will be done next year as yet.

Appointments

An attendee asked about our appointment system and why are patient's having to wait so long to see a doctor. Mr Logan stated that he has worked very hard to get to new doctors and that things are currently getting better. Over the last few days there have been more free appointments on the system and this will get better. There is still a problem for patients who wish to see a certain doctor and they may still have a wait.

The emergency system has changed as we now have Heather who is the First Contact Practitioner. Heather will screen all emergency appointments and deal with the patients that she can, this should have an effect on the waiting time for people that have to see the Duty Doctor.

The group asked if we could offer telephone appointments to make it easier for patients who might not have the time to attend the surgery because of work commitments etc. Denise Worstenholme the office manager explained that we do have a system in place where the first two appointments on an afternoon are blocked and can be used to book people in to ring at that time and then they can speak to a Doctor over the phone and be prescribed medication if necessary. The Ardsley Association felt this should be advertised more.

One attendee brought up the fact that when a doctor asks them to make a follow up appointment in one to two weeks, they have problems when coming back to reception to book this as their appointments are not always there for them. We will inform the doctors to give the patient a note to give to reception to ask them to unblock the appointment for them; hopefully this will help with this problem.

Also the point of being asked to rejoin the queue after seeing the doctor was raised. Unfortunately this will have to continue as it seems the only fair way for the reception staff to be able to deal with the patients.

Joint Injections

An attendee asked if we could let her know which of the Doctors could perform joint injections now that Dr Park has left. We have Dr Trivedi, Dr Chilukuri and Dr Rainford who can do these injections. This attendee was happy to hear this.

Online Appointments

The practice allows patients to book appointments and order repeat prescriptions on our website. Unfortunately, last week there were no appointments on for patients to be able to book. Denise agreed that this was an error on our part, as when new Doctors start at the practice we have to make it possible

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for their appointments to be booked online and unfortunately this had been overlooked and it has now been sorted out.

The appointments that can be booked online are a selection of Doctors appointments, phlebotomy appointments and smear appointments.

Pain Management Solutions

James Logan informed the group that patients in the Sheffield area will longer be offered invasive treatments such as Acupuncture, steroid injections and radio therapy as it has been thought that these treatments are not as effective long term. This will shortly be happening to Barnsley Patients also. One attendee of the group asked how they would get this treatment; do they have to pay privately? They would have to see their Doctor and it might be that they could request individual funding, but this unfortunately would then come out of the practice budget.

Medication Changes/Cutting Costs

There was a discussion about when prescribing guidelines change patients medications have to be changed. This can sometimes cause some patients problems as they feel that the drug that they have been altered to does not always work as well for them. The changes to generic medication will still contain the same drug. James Logan advised that if a patient has one of their drugs changed and it is not suiting them they would be better coming back to see the Doctor and this can be looked at. James Logan also informed the group that we will soon be having a review on how our prescriptions are processed and we will try and bring a lot of the repeat medications inline. This should help when patients are ordering medication and they might not have to place orders several times over a month. This will obviously take time to put in place.

It was also mentioned that there can be a lot of waste of medication. Some people stock pile medications and do not inform the practice when they are not taking a certain medication anymore. This does cost the practice a lot of money. A patient suggested that for people who can be sensitive to some medications could possibly be prescribed a shorter course than a month when they are trying a new medication as this could help reduce the amount that they waste. This seemed to be a very good idea and this will be passed to the practice meeting, so that the Doctors can be informed and see if they would like to do this.

New Website

Denise Worstenholme introduced the new practice website www.ashvillemedicalpractice.co.uk. Leaflets with the new practice web address were passed around to the patient group. Denise asked if anyone has the chance could they have a look at the website and give us any feedback.

Barnsley Peoples First

Amy Gillott introduced herself and her colleague Julie Wilson. Amy & Julie work for Barnsley Peoples First consortia, this is relatively new and has been put in place as the Barnsley Primary Care Trust is due to be abolished by 2012-2013. They are both only six weeks into their new post, so everything is still

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quite new. They will shortly be meeting with practice to discuss us joining their consortia. At the moment this consortia is being funded by the Government same as the PCT is. This will obviously change when the PCT goes. Barnsley Peoples First will have 27 practices in their consortia hopefully. The funding that the practice would normally get will change and this will come from the consortia. Their job will be to try and bring up standards and get all local practices to the same level, therefore improving care for patients.

Building Issues

There are still some issues with the access to the building. It was asked when will the path be made more accessible for patients who are pushing wheelchairs and pushchairs up it. James Logan said that he has to have this sorted before January. Keepmoat homes who are building the houses at the side of the drive are probably going to do the work on this as they have disrupted the path with their scaffolding. It is expected that the path will be sunk to give it a lesser gradient. If not James has 4 other tenders in for the work.

Also one attendee asked about the patients' disabled toilet, she stated that the toilet should have a grab handle on the inside of the door. James Logan said that this was not a requirement as the building regulations have already been passed long ago. He will add this handle as a good will gesture.

There are still problems with patients getting to the practice from areas such as Ardsley and the outskirts of Kendray. The buses do not run to all areas as it was first expected, but unfortunately Yorkshire Traction was taken over by Stagecoach and this is something that we could not help.

An attendee expressed displeasure at the amount of grit left on the path at the start of the year, this was inevitable with the amount of snow that we had. The caretaker assures us that this will be monitored.

Any other business:

A couple of the group members would just like to express their sadness of the members of the practice who have now left. They were valuable assets and they will be missed. James Logan agreed but we cannot prevent people from moving and the new doctors/staff are trained to equally high standards.