

Patient Participation Meeting



**Shipston Medical Centre
and the Ellen Badger Hospital**

**Wednesday
12th June 2013
7pm - 9pm**

Patient Participation Meeting

Shipston Medical Centre and users of the Ellen Badger Hospital (EBH), Shipston

Shipston Primary School

Wednesday 12th June 2013 7pm – 9pm

Dr Caroline Nixon chaired the meeting and opened by welcoming those who had attended.

Developments at Shipston Medical Centre

Dr Nixon outlined what had been happening at the Medical Centre since the last meeting in May 2012:

- Dr Whiteley has now left the practice and Dr Timothy Marshall has replaced him as the new partner.
- Dr Richard Levison, who was our Registrar, is now our new salaried GP.
- Several new staff members have been employed in Dispensary & Reception in order to for us to deal with increased demand.
- We are continuing our emphasis on high quality evidence based care, close to where our patients live.
- We achieved high clinical points for Quality Outcomes Framework (QOF) and positive comments from the Patient Survey Questionnaire.
- We have a thriving Patient Reference Group.
- We have continued to develop our appointment system.
- The Health and Social Care Bill, which was discussed at last years meeting has been implemented and the practice is part of the Clinical Commissioning Group (CCG) who commission local services. Hopefully this will provide possible opportunities to develop new local services and influence others.

Finally, Dr Nixon spoke about the ongoing issue of wasted medication and the costs incurred by this problem. She asked the meeting to consider this issue and if possible provide suggestions to try and alleviate the problem.

Dr Tim Marshall

Dr Marshall introduced himself and talked briefly about his background and interests.

Access to Services at Shipston Medical Centre

Rachel Vial, Practice Manager

Rachel advised the practice objectives as follows:

- Patients who need to be seen to be seen quickly.
- Patients to see the right person / professional first time.
- Continuity of care – patients to see their 'usual' Dr.

Rachel highlighted the challenges which are creating an increase in demand both nationally & locally:

- Rise in long-term conditions
- Ageing population
- Increasing population
- Increase in mental illness
- GP consultations in England rose by 75% between 1995 and 2008, and nurse consultations rose by 150% in the same period

She also advised of the increase in patient expectations and the decrease in funding.

Rachel spoke about the changes to the appointment system:

- Urgent need
 - Dr will phone back within an hour
 - If appropriate offer advice and guidance over the phone
 - Offer an appointment same day
- Routine appointments
 - New problems – some appointments available within 48h
 - Existing conditions – standard routine appointment

Rachel advised that requests for telephone calls had increased significantly and there has been an increase in demand for home visits.

In conclusion, she asked the meeting to think about:

- How can we help patients use the service appropriately?
- How can we manage demand?
- What level of compromise is acceptable?

Ellen Badger Hospital

Dr Paul Daniel

Dr Daniel outlined the current changes taking place at the Ellen Badger Hospital

- The aim of the changes is to benefit the community and increase services to allow patients to be cared for at home.
- There are now just 2 GP's performing rounds at the hospital (Dr Daniel & Dr Marshall). This will ensure that there is better continuity of care and better communication.
- An increase in community services e.g. CERT (Community Emergency Response Team) will allow management of patients closer to home without having to admit them to hospital.
- There has been a reduction in beds from 25 to 18. However, the changes which have taken place have increased the discharge rate and the reduced waiting time has allowed patients from Warwick and Banbury to be cared for nearer to home sooner.
- Our hope is that the changes will safeguard services for the future.

Health & Wellbeing Park - Update

Dr Jane Gilder

Dr Gilder advised the meeting that she has taken over responsibility of the project from Dr Whiteley and whilst we have not currently moved forward with the project due to the reorganisation of the NHS, Dr Gilder is actively liaising with all the involved parties including local councillors. Dr Gilder encouraged patients to lobby in support of the project if the opportunity arises.

Patient Involvement

Canon Kenyon Wright

Canon Wright informed the meeting of the topics that the Patient Reference Group had been involved in over the last 12 months, including a range of issues resulting from the Patient Survey results e.g.

- staff badges – now worn by all staff members
- improvements in dispensary
- appointment non-attendance – letter developed and a message added to appointment cards
- Bobby the cat!
- changes to the practice initial telephone message – now implemented

The group now has representatives on several of the practice working groups including Minor Operations, Drugs & Alcohol, Mental Health & Learning Disabilities. The group also has a representative on the South Warwickshire Commissioning Group Patient Participation Group (SWCCGPPG) and also the South Warwickshire Foundation Trust (SWFT).

The group acknowledges that there will be difficult decisions that need to be made as a result of reduced income and harder targets but these decisions demand support and assistance from the group to provide ideas to help.

Small Groups

Those present were divided up into small groups and asked to provide their views on the information in the presentations.

Discussion and Feedback

Low attendance to the meeting – It was felt that there had not been sufficient advertisement of the meeting.

Missed appointments – Are we not able to remind patients of their appointments by text message like other organisations and is it a problem that patients can book too far ahead and therefore, possibly forgetting? Rachel advised that we are currently looking at text messaging; however, correct procedures for using this form of communication need to be followed.

Wasted medications – Can the practice not limit the number of repeat prescriptions issued and put a notice on the pack advising patients to speak to their GP if the medication does not suit them?

Out Of Hours service – It was unclear to patients whether they should be calling 111 or the Out of Hours number and it was felt that the new 111 service was not providing a good service. Can the practice not reintroduce this service? Rachel advised that there had been problems with the service and because of this when now calling 111 it will be someone from the Out of Hours service who answers. The Out of Hours service is currently contracted over a large geographical area and therefore the practice is no longer offered the opportunity to provide this service for patients.

Ellen Badger Hospital ward rounds – Does the fact that Dr Daniel & Dr Marshall are spending more time at the Ellen Badger hospital mean they have less surgery appointments? Dr Daniel confirmed the waiting time to obtain a surgery appointment had increased but we are working hard to achieve a balance between the two.

The groups agreed the service provided is generally very good and therefore the level of useful constructive feedback that they could provide was limited.