

HIGH FIELD SURGERY – PATIENT REFERENCE GROUP

Minutes of the Patient Reference Group held on Tuesday 12th May 2015 commencing at 6.30pm

Present: Chair - CG,
TA, MA, BA, CA, KB, DM, DP, BJ, MK, GB, LB, PR

Practice Manager - Mike Holmes (MH)
Assistant Manager - Janet Towler (JET)

1. Apologies and Introduction

Apologies were received from BT. JJ, JR.

Introduction - Pharmacy Managers, David Hawkin (Hawkin Chemist), Melissa Burnley and Ingrid (Cohens) were introduced to the group and thanked for attending the meeting.

2. Minutes

The minutes of the last meeting 13th January 2015 were distributed in January and uploaded to the surgery website.

3. Local Pharmacy Update

David Hawkin and Melissa Burnley were welcome guests (at the request of the group) and both spoke about the challenges pharmacies face, and that they are work to help patients and assist High Field Surgery manage their workload. Both pharmacies work closely with the surgery on a daily basis. Their main role remains medication and prescriptions but they also provide a range of services such as Diabetes checks, New Medicine service, Annual reviews with patients etc. Interestingly the consulting rooms at the Chemists are in use many times every day, and particular care and guidance is regularly given to patients starting new medication. The group were interested in how pharmacies can help alleviate pressure in surgery if patients are signposted appropriately.

They answered a number of questions raised by the group relating to Electronic Prescription Service, the challenges on prescription timescales and how these are overcome, the cost of drugs including costs compared to prescription fees and costs of drugs that are only obtainable on prescription; and the issues and frustrations felt by patients when medication brands change and when manufacturers change packaging.

4. Matters Arising

Proposed closure of Holt Park Surgery update

The merger of Abbey Medical Centre and Moor Grange Surgery has taken place. There was a separate application to close Holt Park. This application was refused by NHS England, one of the main reasons given being how the communication was handled. High Field Surgery has not opposed the closure, but we did put forward our concerns and the concerns of our patient group on how the closure was handled, how it would impact and put pressure on our Surgery, particularly in the short term.

New patient registrations have now slowed down, although we have received 450-500 patients which has had a huge impact on our back office operations. Front of house the surgery so far has coped with no discernible deterioration in service levels; and our list size is around 7,900. We have requested that the surgery is kept better informed of any future plans for Holt Park to enable us to plan properly should we require to recruit more GPs etc.

MH thanked the group for their input during this period, the patient feedback was invaluable in discussions with the NHS area team.

Extended Hours update

The Surgery has been open 8am-8pm Monday to Friday since November 2014. Whilst 8am-8pm may work in some areas, 7am-7pm may work better in others. There has not been a huge demand on the late nights but this is being monitored, and ongoing reviews of the service will take into account demand and regional differences.

The Ireland Wood HUB has opened with access Saturday, Sunday and Bank Holidays from 8 am – 4 pm. Saturday mornings appear quite busy with less demand on Sundays, and (surprisingly) Bank

Holidays. The group agreed that publicising the service more would help. The surgery has pushed the service heavily locally and the CCH are going to help with a local advertising push. A couple of High Field GP's are working some sessions at weekends.

5. Any Other Business

The group discussed local proposals for Wharfedale Hospital, although it was stressed that these are only proposals at this time.

The operations of Pharmacy2U was raised. A number of patients have received communication either by letter or telephone asking them to nominate them as a pharmacy who will process their electronic prescriptions and deliver the medication. This company is a National Operation based locally in Crossgates, and has caused confusion amongst patients signing up for their service without properly understanding who they are. This causes knock on problems for the Surgery and Pharmacies who are having to undertake considerable work to help patients unravel the nominations. All present were unhappy with the modus operandi and the practice agreed to escalate the issue to CCG/NHS level to voice our collective concerns.

The limitations of the Choose and Book Service were discussed with some examples. The group agreed that the Patient Advice & Liaison Service (PALS) is an excellent service for chasing up secondary care appointments. MH was also able to confirm that next month Choose & book is undertaking a fundamental computer upgrade which will in due course lift its capacity and functionality.

CG thanked everyone for attending.

The date of the next meeting was fixed for Tuesday 15th September 2015. The meeting concluded at 7.45pm