

Summary: Hodnet Medical Centre PPG Meeting Thurs 10th January 2019

Present: Christine Charlesworth; Helen Charnock; Alf & Helen Ford; Mary Hardy (Secretary); Richard Holtom (Chair); Christine Poole; Dr Raichura (NR)

Apologies: None

As The Bear was temporarily closed, the meeting took place at the Practice. RH opened proceedings at 1.05pm and welcomed everyone. The minutes of the last meeting were accepted as a correct record, and there were no other matters arising.

Practice Updates

New telephone system: CC reported that this was proving to be a very long drawn out process and still not fully completed. Discussion was ongoing with National Health England over funding the continued use of one of the fax lines, which the Practice would like to see maintained because it is also used for the card payment machine.

Dispensary staffing crisis: CP explained the circumstances surrounding her and her sister's bereavement which had caused unavoidable short-term disruption in late September. Understanding was expressed, along with appreciation of efforts made to communicate the difficulties to patients via the Hodnet church/community magazine.

Patient Access: CP reported a steady rise in repeat prescription orders, particularly amongst patients living outside Hodnet itself. Earlier difficulties with registration and use of the system have now been ironed out and patients apparently find it straightforward to use. PA was not used extensively for booking appointments, however.

Potential problems with accessing medications in lead-up to Brexit: NR confirmed that one anti-inflammatory and one blood pressure medication were already proving hard to get, and CP reported that prices were rising, leaving the Practice out of pocket as they had no option but to pay the going rate. NR reported that a large proportion of pharmaceutical products manufactured in China were going direct to the Indian market, leaving gaps in availability. If a certain medication prescribed for a patient did become unavailable, the dispensary would ask the doctors to advise on an alternative.

Northern Locality Patient Group

Feedback on Out of Hours arrangements had been requested. In NR's view, up to now 111 was not proving as helpful as Shropdoc had been, but it was still early days. It was sometimes difficult for both GPs and patients to understand what was going on, and could involve a long wait to see or hear from an Urgent Care Practitioner. A skype consultation was never as helpful from the doctor's point of view as actually seeing a patient in person.

Feedback on Extended Hours provision: Hodnet Practice is grouped with Wem and 2 Whitchurch practices, and the arrangements seem to be working well. Participation is determined by list size, so Hodnet is responsible for providing appointments for both their own patients and those from other practices on a Thursday evening for either a one and a half hour period or a three hour period the following week. Saturday morning appointments are available at Whitchurch. Now staff have got used to the system the administrative burden is lessening, but any requests for tests have to be followed up the next day, as information at the appointment itself is limited. Monthly returns also have to be submitted.

Shropshire Care Closer to Home: This scheme aims to provide more co-ordinated and community-based care for the frail and elderly, avoiding hospital admission wherever possible. MH reported on a recent NLPG presentation on this and circulated copies of the power-point. Questions were raised about where the extra staff would come from to facilitate the new arrangements. It was noted too that the scheme was not yet fully functional, with doctors still being consulted about how it would operate in real terms.

Co Co update

MH reported that the Hodnet scheme has been in existence for 3 years now. Six volunteers (from High Hatton, Wistanswick, Hodnet, Marchamley and Wollerton) were visiting clients in Hodnet, Ollerton, Lower Heath, High Hatton, Childs Ercall and Marchamley, and another volunteer had almost completed their training and DBS paperwork. Of the six clients, two had been referred to Co Co via the surgery, three had self-referred as a result of our publicity and one came through the ICS team at Whitchurch.

After a few initial off-target enquiries, MH felt the scheme was now more settled and appeared to be meeting a need. At present the balance between volunteers available and clients desiring a visitor was fairly steady, but circumstances can change very quickly.

She was pleased to report that Drayton Medical Practice are also starting a Co Co project, and was looking forward to working co-operatively with the CCC from there as there is some overlap between the two areas.

PPG

Resignation: Jayne Holtom's resignation was noted (see agenda).

Membership: The list of PPG members on the waiting room noticeboard had been updated.

Minutes: It was agreed that MH would make pdf copies of recent PPG minutes available to CC to upload to the Practice website, so this could be kept up to date.

Future role and membership of PPG: Discussion ensued about the frequency of future PPG meetings, and RH asked for members' feedback about their ongoing involvement. It was agreed that meeting twice a year was realistic, given the circumstances. Members should remain aware of the need to look out for new recruits. Although having a PPG is a requirement imposed upon Practices from above, it is a worthwhile exercise especially in view of future potential changes in wider NHS provision in future, and therefore important for the group to function as relationally and constructively as possible at a local level.

AOB

MH reported that Hodnet Footpath Group had recently re-issued their series of walks leaflets, and were offering supplies to local outlets along with wall-mounted or free-standing display stands. Given the health benefits of walking, she wondered if these would be of interest for the waiting room, along with an A4 laminated poster giving details of the Walking for Health groups most local to Hodnet. A sample set of leaflets was left with the Practice Manager, and NR said the matter would be discussed at the next Practice meeting.

No-one had attended the Patients' Voice meeting at Market Drayton, so there was no report on this.

Date of next meeting

Thursday 4th July, 1pm at The Bear.