

MALMESBURY PATIENTS PARTICIPATION GROUP

Minutes Of meeting 5 December 2016

Present: Ces Smith (chair), Georgina Carter, Elisabeth Cheshire, David Grogan, Roger Lee, Michael Lynch, Miriam Nicholls, Frank Soden, Jennifer Walker.

Minutes of last meeting were approved. Proposed by Frank, seconded by Georgina. There were no matters arising.

Surgery update:

Dave reported that it was by no means certain that the surgery needed to recruit at present, particularly as the patient/GP ratio is 1640:1, which is very satisfactory and better than many others. The partners were still considering the situation, and a combination of recruitment and looking to improve surgery efficiency generally might be sufficient to remove some of the pressure on GPs time (ie some enquiries could be better dealt with by pharmacists or other admin staff. There are four new admin staff, two of whom have worked in other practices. Our receptionists are aware that nationally some are considered to be intimidating and ask very personal details before offering appointments. This practice tries not to ask any such delving questions and any questions that do get asked are made to determine if they are seeing the most appropriate person, i.e. in order to be helpful.

An article in the Daily Telegraph recommended that GP practices might co-operate with the Ambulance service in order to improve out of hours visiting and avoiding trips to A & E. Dave said no such systems existed locally and these sort of arrangements tend to be in Cities where patients can visit A+E easily as they are on the doorstep. Data clearly shows the closer the A+E dept is to the patient the more likely they will use it, usually inappropriately. Swindon does have a system that is similar to that model. Due to distances involved in Malmesbury this is not the case and indeed most visits to A+E are very valid and appropriate.

Any other concerns:

Liz reported that a patient undergoing ongoing blood tests was told one was not needed, only to discover later that it should have been done.

Roger drew attention to the new parking system at Chippenham and thought it might be worth investigating here.

Georgina reported that a new patient (though very pleased with the service) was unhappy at having to wait for an hour. Might it be possible to let patients know if a long wait was expected? Dave would look into this.

Mike asked if Dave was a partner as well as being Practice Manager. Yes.

The meeting concluded at 7.45pm