



Bodriggy Patient Participation Group

Patient Participation Group Meeting

Tuesday 12 April 2016 at 6pm

Present: Stephanie Jones, Practice Manager (SJ), Dr Robert Cook, GP/Partner (RC), David Raymer (DR) Chair Person, Margaret Tanner (MT), Christine Lorente (CL), Ryszard Zolkiewicz (RZ), Margaret Woolcock (MW)

Apologies: Lee Saunders (LS), David Jones (DJ), Lionel Dunn (LD).

Visitors: None

Welcome by DR and the minutes approved as a true record.

Matters arising from previous minutes.

Out of Hours GP Service

CL – Who runs the Out of Hours Service and is there a qualified medical professional triaging the telephone calls? Is there someone medically qualified at the Call Centre so that the non-clinician can ask for advice?

RC – Cornwall Health CIC joined up with Devondoc and SWAST (South West Ambulance Service Trust) to take over the Cornwall GP Out of Hours Service from Serco. Devondoc have been running the Devon GP Out of Service contract successfully for many years and SWAST run the NHS 111 service.

RC - When the GP Surgery is closed patient's dial 111 to access the out of hours service. The calls are answered by non-medical staff. The decision regarding the action required (e.g. call from a doctor, appointment at a suitable clinic, a visit or whether an ambulance is called to the patient) is determined via a script/algorithm. RC – there have been some issues around the triaging of calls and some incidences of ambulances being called unnecessarily or attendance at the ED that is not appropriate.

RC – RC hasn't worked for the GP Out of Hours Service so unable to comment on whether there is a medically qualified member of staff on duty at the Call Centre.

The PPG may wish to contact Cornwall CIC to discuss the service in more detail or perhaps invite them to a PPG meeting.

Agenda Items

1. **Benzodiazepines** – Support Group – DJ
DJ unable to attend meeting – postpone agenda item for another time.
2. **Patient Online Services.** The Waiting Room version 2. DR, RZ, LS & MW have volunteered to trial it. The Waiting Room is provided by the practice clinical system supplier, Microtest, and has been developed as part of the HSCIC (previously Connecting for Health) specification for GP practice on-line services to give patients better online access to their medical information. The current version of The Waiting Room enables patients to book, cancel and amend appointments, order repeat prescriptions and view allergy information. Version 2 will enable patients to view their coded medical information which includes past medical history and pathology tests. The surgery staff are going to receive training in the very near future and will practice on a test patient. The practice will then contact the volunteers to trial it and provide feedback.

DR asked about the ratio of online appointment availability compared to the appointments available over the telephone or face to face. SJ – less than 15% of GP appointments are available on-line. They are not always booked. If they are not booked online, they are released to the receptionists to book for patients who contact the surgery for an appointment.

At the moment patients are unable to book appointments online to see a nurse. This is because the nurses duties differ from nurse to nurse and times for procedures differ (e.g. a blood test appointment is 10 minutes and a spirometry appointment is 45 minutes).

3. **Friends and Family Test Results.** The practice Friends and Family Test Results for October 2015 – March 2016 inclusive were discussed. Over 90% of patients surveyed would recommend the practice to family or friends. Patient comments were also shared with members of the PPG which showed satisfaction with the service and support for the surgery and staff.
4. **Kernow CCG – Financial Situation.** The emailed letter from Joy Yohurt from Kernow CCG regarding the bleak financial situation for Cornwall & Isles of Scilly Healthcare was shared at the meeting. There is a huge overspend in Cornwall. With such a huge overspend, was/is the budget for Cornwall adequate? The community of Cornwall may be willing to pay more towards healthcare if it could be ring-fenced for Cornwall and for services that the people of Cornwall want.

Areas that savings may be made include prescribing, reducing hospital admissions to hospital, making services more efficient and outsourcing services to other providers.

5. **Any other Business:**

CL – What does the practice know about linking Health and Social Care together and is it happening locally? RC – The hope is to for health and social care personnel to work together. An example would be to facilitate care at home and/or early discharge from hospital into community beds to prevent bed blocking or assessing and arranging home care packages to enable independence and prevent unplanned hospital admissions. Although this is the plan, it hasn't happened in reality yet.

DR has heard that the 2% extra on our council tax bills for Adult Social Care is going into paying wages following the increase in the National Minimum Wage to the National Living Wage in April 2016 to £7.20.

Hayle Neighbourhood Plan – Consultation

DR – The plan is on the website and public feedback is required. Copies of the plan are also available at the Hayle Council Offices in the Community Centre. The extra housing in Hayle and surrounding areas will impact on the surgery, schools etc. Currently Bovis are building a new estate opposite Bodriggy School, Kier are planning to build a new estate opposite the Hayle Football Club in the near future and Linden Homes are planning to build over 200 new homes off St Georges Road near Penpol School. There are other sites allocated for housing in and around Hayle. The views of the local community is encouraged and this can be done by online survey - click on this link http://np.hayle.net/wp-content/uploads/2014/06/20160424-SurveyMonkey_77144878-colour.pdf

DR – Does the practice have the capacity to provide services for the expected increase in population? SJ – The practice recently acquired 2 rooms in the practice (the rooms were previously leased by NHS Property Services for Peninsula Community Health and were no longer required). Space at the moment is adequate. The practice may be able to acquire a further large room in the future which could be adapted to provide 2 consulting/treatment rooms should this be needed.

DR – Noted on practice website that the GP earnings have been published. Will other financial information regarding surgery income and expenditure be publically available? SJ – some information is publically available and accessible online or through NHS England but at this point, individual practices have only been asked to publish GP earnings.

CR – how is the surgery funded? Is it paid on a per patient? SCJ – Practices get paid per registered patient. The amount is weighted so varies slightly from practice to practice. This is a fixed cost per patient regardless of their health needs. Click on this link for contract information which is publically available online:-

<http://www.nhsemployers.org/~media/Employers/Documents/Primary%20care%20contracts/GMS/GMS%20guidance%202010-present/2015-16/201516%20GMS%20Guidance.pdf>

This payment is included in what's known as the Global Sum. In addition, the practice gets paid for services provided in the Quality and Outcomes Framework (QOF), see this link for more information

<http://www.nhsemployers.org/~media/Employers/Documents/Primary%20care%20contracts/QOF/2015%20-%202016/2015%2016%20QOF%20guidance%20for%20stakeholders.pdf>

Practices can also receive payment for extra service provision (this is optional) known as Enhanced Services (e.g. minor surgery, contraception device fittings, minor injuries, flu vaccinations, Shingles vaccinations, for providing extended hours appointments etc). The fee for enhanced services varies depending on the service and the fee may differ across the country depending on the specification agreed by each CCG. CL – does this include NHS Health Checks? SJ – the practice no longer provides NHS Health Checks which is an enhanced service. The doctors found little benefit from carrying out these checks. The practice found that patients who were fit and healthy were more likely to attend rather than patients who may benefit from having a health check. The checks were time consuming and the enhanced service fee barely covered the costs to the practice for providing the service.

What is the patient list size? SJ - 10500

MW - PPG Out of Hours Group – Feedback

Margaret is attending a meeting in Truro tomorrow (13/4/16). Kate Lock has left. She was part of Devondoc and was involved in implementing the Out of Hours Service in Cornwall. Margaret will feedback outcome of the meeting at the next PPG meeting.

DR – Hayle Volunteers Meeting

Dr Whitehouse attended. Rev Marsden organised the meeting. Dr Whitehouse was looking into providing a room at the surgery for the Citizens Advice Bureau. SJ – it is unlikely that we will be able to provide a room regularly but will discuss it with Dr Whitehouse. *Dr Whitehouse mentioned the Garden Project and asked if there are any volunteers who would be willing to drive patients to and from the site in Lelant Downs. Rev Marsden has come back to Dr Whitehouse with questions regarding insurance and petrol costs. Dr Slater made enquiries with her own insurance company who said that they would need to be informed but the premium would not be increased. However, as it would be a change to the policy, it may incur a fee to make the change (in Dr Slater's case it would be £25). The practice would not be able to get funding to pay for petrol costs but patients may be happy to pay a small fee for mileage directly to the driver as this will work out a lot cheaper than a taxi or bus fare. SJ will ask Dr Whitehouse to respond directly to Rev Marsden.*

MT – Hayle Celebration Day

Was a success last year and another one is planned for Sunday 03 July. If anyone would like to rent a stall or to help in any other way please get in touch with MT.

CR – if there is an emergency, is there a doctor available at the surgery?

SJ – yes there is always a doctor or nurse available during surgery opening hours.

DR – Know Your Blood Pressure Day – provided by Hayle Rotary Club as part of the Stroke Association – they will be carrying out blood pressure checks at Asda in Hayle on 23/4

Date of Next Meeting – Tuesday 21st June 2016 at 2.30pm

SJ. 27/04/2016