

**Patient Participation Group**  
**Minutes of Meeting**  
**24<sup>th</sup> July 2018**  
**Tuxford Surgery**

**Meeting Opened: 6.00 p.m.**

**Present:**

Oliver Lord (Practice Manager); Dr Shearstone-Walker(GP);  
BIRD, Elizabeth (Mrs.); TAPPER, Anthony (Mr); DAWSON, Byron (Mr); O'KEEFFE, Anthony (Mr); MASKERY,  
Tony (Mr)

**Apologies for absence:**

Joan Moorhouse; Angela Green; Ann Wightwick; Mike Colborn; Graham Nicholls; Kath Hobart;  
Vince Ion; Cath Connolly; Julie Mayfield; Victoria Rice-Heaps

**Matters arising from previous minutes:**

**1. Premises Improvement Plan**

Oliver reported that the practice had now secured full financial agreement for the premises development and renovation work to go ahead. The practice is currently negotiating terms with a contractor and the expected starting date is to be September 2018, with completion in the early new year.

Disruption to current working and phasing of the project was discussed – the new extension will be completed prior to starting the internal renovations to reception area.

Group suggested a 'Opening' type event to publicise the completion of the work.

**2. 1<sup>st</sup> Responder level 4 training**

Mrs Moorehouse was unavailable to update the group on this progress. The group discussed the role of 1<sup>st</sup> Responders and response times by the ambulance service. The practice briefly discussed some recent incidences where there had been good and poor response times to our calls for an ambulance, and the impact that has on our practice.

**3. Public Engagement Bassetlaw Hospital**

There is to be a review of 5 hospital departments across our region shortly. There will be a meeting on 5<sup>th</sup> July at Retford Hospital 12.30 in the Collinson Room if anyone wants to attend. This is an NHS England public engagement meeting.

**4. Changes to Appointment System**

The group continued to discuss how changes made to the appointment system last December are being received by patients. The discussions focused on patient who may not be very self-aware – for example if they had lost considerable weight which they may not notice on a daily basis – but which might be instantly recognised by the doctor in a face to face consultation. Dr Shearstone-Walker agreed this could be a potential problem – but believes we are in fortunate working environment with generally good social engagement, and as a small practice we are very fortunate to know our patients well and have good continuity of care. Oliver discussed the doctors having a low threshold to seeing patients face-to-face.

The group briefly discussed challenges for the practice acting on concerns from worried friends and family – especially when the patient doesn't think there's a problem!

**5. Dispenser Apprentice Scheme**

Practice Manager informed the group that an apprentice had been appointed but we were waiting on completion of employment checks before they started. Oliver discussed the envisaged role of the apprentice, with the focus being on improving the practice's customer service, especially around collection & ordering times of medications. Members of the PPG expressed that they believe we already provide a good level of customer service. Oliver discussed that in the long term we need to make the practice dispensary resilient to external competition – whilst we have a loyal base of patients we dispense to there is likely to be changes to that as the 'click-and-deliver' culture of online shopping becomes more and more prevalent. In the US Amazon have purchased 'PillPack' (a pharmaceuticals delivery service) and it wouldn't take much for them to do similar in the UK and combine with their existing customer base. Oliver believes the practice needs to ensure resilience to this level of future competition.

#### **6. Ways of sharing Information**

Oliver commented that the practice had now set up a practice twitter account – here: <https://twitter.com/TuxDocs>

Members of the group discussed usage of social media. Oliver agreed that it wasn't for everyone, but that there is a need to get our message out to both patients and non-registered patients about the service we provide. Oliver discussed that the practice covers 80% of Tuxford patients, and therefore 1 in 5 Tuxford residents are actually registered elsewhere – even though we are on their doorstep.

#### **New Matters arising:**

#### **7. Practice Population Area**

Concept of practice area was discussed – Tuxford area borders the south of Retford, but does not cover the town. However, all Retford Practices do cover Tuxford. Thus, Dr Shearstone-Walker explained that for people who move house from Retford to Tuxford they are able to remain registered at their existing practice, but for any patients who move from Tuxford to Retford they would not. Oliver explained that the concept of practice areas exist to ensure that people do have a choice of GP surgery, and areas are set on the ability of the practice to provide home visits to patients. The feeling of the patient group was that with the advent of new technologies and methods of communication practice boundary areas are somewhat dated. Oliver discussed NHS Englands model of 'Out of Area' registrations, and the financial challenges that is causing in some areas by providers registering young / mobile / well patients and leaving practices with a higher proportion of higher demand elderly – ie. It is causing a breakdown in the financial model of primary care.

#### **8. Future Meeting days**

Patients enquired as to days of the week of future meetings. Oliver would like to rotate the days around Tue / Wed / Thu to ensure different GP's are able to attend meetings.

#### **9. Tuxford Legacy / Rotary**

Patient informed that they thought Retford Rotary may be able to provide some financial assistance towards the planned premises renovation. Oliver to follow up.

#### **Meeting finished at 7.15 – Future meetings**

Oliver apologised for sending out incorrect dates with the agenda. There will not be a Saturday meeting! Correct dates as follows...

- Wednesday 26<sup>th</sup> September 2018 at 6pm.

- Thursday 22<sup>nd</sup> November 2018 at 6pm
- Tuesday 19<sup>th</sup> January 2019 at 6pm