

## Minutes of meeting of P3 Group - Wednesday 14<sup>th</sup> September 2016

Present were:

Ann Wilson, Ruth Carter, Elizabeth Mount, Jane Kent, Paula Ellis, Dr Justin Bowyer, Maria Hosegood & Tina Wood

Apologies were received from: Rosalyn Spain, Gay & John Middleton

Matters arising from last meeting:

The meeting due in July had to be postponed due to pressure on the GP's & holidays. Some of these absences were covered by a new Nurse Practitioner Carol Ball who is a high level, very experienced nurse. We employed her for 2 days a week during August. This has proved to be a positive experience for future use. We hope to be using her services again in the near future but unfortunately cannot afford to employ her on a permanent basis at this time.

No further matters arising.

### **1. Changes to the Out of Hours service from 1.10.16**

A letter was read out by Ruth Carter who works for the CCG. This outlined the changes taking place which include the integration of the 111 service with DDOC outside of surgery hours. Patients calling will be triaged only once by clinically trained staff. There will be more emphasis on offering patient appointment times to attend the Treatment Centre at NDDH Barnstaple. There will be more doctors available to visit patients in their homes. The base at Bideford which has been underused by patients' will close to support this. The 2<sup>nd</sup> DDOC car will be re-instated.

Dr Bowyer who regularly works for DDOC, explained that 111 & DDOC had to be taken as a package – there had been no other option available. Some GP's had not been willing to continue but he is happy to continue.

Essentially the available service in the SM area will see very little change. 111 is still the best route for patients seeking medical advice during surgery hours.

Ann & Ruth both had positive experience of 111.

Paul Ellis asked Dr Bowyer to explain the difference between duty Dr responsibility & emergency/urgent appointment requests during the day. An explanation was given and it was agreed that patients' perceptions of what was 'urgent' for the day differed considerably. For this reason receptionists are asked by Drs to request basic information about the patient's problem to enable them to guide the patient to the most appropriate appt. This is not always received well by patients and this is an ongoing problem in both practices.

### **2. Drug Costs**

Elizabeth voiced concern about the lack of notices in pharmacies asking patients to be aware of the huge cost of drug wastage. We will be employing a pharmacist for one day a week across both practices who will be looking at our prescribing and will help to address this issue. We will also be featuring this subject on our waiting room notice board shortly.

### **3. Public Stakeholder Network**

Ruth gave an update on this – Ideally they would like to see one person from each of the 27 practices in the New Devon CCG where representatives from many departments within the CCG meet to discuss the future of health care in this area especially as New Devon CCG has had the 'Success Regime' imposed upon it. This is a good meeting to attend – members were encouraged to consider this in the light of proposed changes in this area. It is also possible to request minutes of the meeting if you cannot attend.

**4. Family & Friends feedback.**

Despite our best efforts we are still failing to elicit much response from our patients here at the Health Centre. This might be considered in the light that patients don't wish to complain but we need to report the response to Public Health England on a monthly basis so will continue to try to improve our figures. We will be targeting various groups and different clinical staff on varying days over the coming weeks.

**5. Flu Clinics**

The flu season is almost upon us and details of the clinics available at SMHC were given. It was explained regarding loss of income affecting surgeries with the availability of 'flu vaccination at Pharmacies.

Date of next meeting to be on **Thursday 24<sup>th</sup> November 16 1-2pm**

**Tina Wood**

**14.9.16**