

## P3 Meeting 27 October 2015 1-2pm

Present: - Dr Chris Gibb, Melanie Cullen (PM), Tina Wood (deputy PM), Ann Wilson, Ron Jones, Jane Kent,

Apologies: - Ruth Carter, Elizabeth Mount, John and Gay Middleton

<b>Notes from Last Meeting</b>	Ground Rules were agreed and signed off.
<b>Health Centre Changes</b>	<p>Dr Gibb told the group that there were a few changes coming in the New Year. Dr Wayne Sturley is not staying to become a GP Partner. He has decided not to take up a partnership in the current climate and will go back to his portfolio career. Dr Sturley leaves at the end of December.</p> <p>General discussion about pressures on general practice and the difficulty in getting young GPs to join partnerships. Research suggests that 50% of GPs will leave partnerships in the next 5 years and training of GPs is not keeping pace. Ron asked if NHS England were aware of the problems and Melanie explained that they are notified of all changes so they know how many GPs are currently leaving partnerships in N Devon (several).</p> <p>SMHC are not planning to try to recruit a replacement yet and are considering options for the future, such as more collaborative working with East St Surgery. One definite plan is for the lead nurse Linsey Duncan to move into a nurse practitioner role and this will start on Monday 2 November with the introduction of the 'Same Day team'. A new nurse, Alison Anderson has been recruited to back fill some of Linsey's time. The 'Same Day team' will be a GP and the Nurse Practitioner and they will deal with all the urgent care, initially on Mondays and in the future every day.</p> <p>Dr Gibb also announced that Melanie Cullen the Practice Manager is leaving at the end of the year to manage the federation of Fremington and Boutport St Surgeries in Barnstaple. Melanie explained that it is now the norm for practices to work closer together and share management and that her leaving would be an opportunity to work more closely with East St surgery.</p> <p>Dr Gibb explained that as more information became available the practice would keep P3 and patients informed via meetings and newsletter.</p>
<b>Trust Community Hospital Bed Closures</b>	NDHT intends to close its beds at Bideford and Ilfracombe hospitals and reduce the Community Hospital bed numbers by 40 by 4 December 2015. There will be impact across the patch and GPs have strongly opposed the reduction in beds as they believe the community teams should have been strengthened to

	cope with the extra demand. GPs are concerned about having to manage vulnerable patients in the community with inadequate support. They have met with NDHT to express their concerns.
<b>Waiting Room Music</b>	<p>Patients have complained about the poor radio reception and type of music being played in the waiting room. Reception staff agreed the radio is very poor at times so a selection of CDs has been purchased for reception to try.</p> <p><b>Action</b> If anyone has any spare CDs that they think would be suitable please do bring them in to the practice! Any donations welcome.</p>
<b>INR Appointment booking</b>	<p>Ann raised a concern about not being able to book appointments more than a couple of weeks in advance. Melanie apologised and said there had been a difficult period recently when an HCA was off sick and the Practice had struggled to cover the clinics. The aim is to have 6-8 weeks rota available for booking but any sickness or staff changes can disrupt this.</p>
<b>Friends and Family Feedback</b>	<p>The Practice presented the findings from the last 6 months of Friends and Family responses. Numbers are very small and feedback is not specific so the Practice feels the survey is not really working. The Practice will carry on with the F&amp;F as it is a contractual requirement but wants to conduct a more specific and meaningful survey in the way it used to, which always provided very useful feedback to work on.</p> <p>Group felt the issues of phone access, appointment booking and waiting times were still priorities. The Practice also wants to hear from patients what they feel about their experiences of the same day team.</p> <p>Agreed to survey patients booked in to see or speak to the same day team over two Mondays at the end November/beginning of December. They will specifically be asked about phone access, appointment booking, waiting times, satisfaction with advice given, overall opinion of the service and anything they would suggest the practice does differently.</p> <p><u>Action</u> Melanie to sort survey</p>
<b>Date of Next Meeting</b>	<p>17 December 2015. 1-2pm with Mince Pies. Melanie hopes to see as many P3 as possible as this will be her last meeting with the group!</p>