**QUANTOCK MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

# MINUTES OF MEETING HELD AT NETHER STOWEY LIBRARY

# Tuesday 1st March 2016

## PRESENT

Diane Faris (chair), Helen Stacey (Practice Manager), Bruce Roper, Janet Russ, Terry Binding, Kate Hope, Louise Darwent, Eric Coates, Maggie Harlow, Bertie Shire, Pam Henry, Ian Faris (Minutes)

**APOLOGIES**

Apologies none received. Pam Henry was introduced to the group, who, in turn, introduced themselves to her. Janet gave Pam a copy of papers explaining what the group is about. Diane outlined the format of the meeting and Helen explained the role of group members.

## MINUTES OF PREVIOUS MEETING (December 2015)

Ian pointed out an error - the previous meeting was held at the library rather than the church centre as shown – otherwise they were accepted.

## MATTERS ARISING

Work will commence on the herbal garden, hopefully, when the weather improves by which time funds should be available to pay for a digger. It will be located at the back of the car park.

Helen distributed posters promoting the resus training session on 15 March. Group members will arrange for their display at various locations around the village.

Apart from the Centre’s own farewell party for Dr. Matthews, Helen suggested arranging something in which patients could participate. Terry expressed a desire for arrangements to be made for less able patients to participate. Many of the group indicated a willingness to provide transport. Helen suggested an afternoon event with some savouries: Ian suggested cake! Advertising will commence June/July/August.

Dr. Spicer has expressed an interest in taking over Dr. Matthews’ share of the partnership but does not want to increase her hours so a salaried doctor may have to be employed. Ownership of the building will remain with Dr. Matthews and Dr. Butler for the foreseeable future.

Minehead and Taunton Road medical centres will be trialling the employment of a paramedic to boost services.

Helen is looking at promoting the services provided by nurses to help reduce the pressure on doctors and A&E departments. Various means of promoting the services of the nurse practitioner were discussed, including using the newsletter, the Quantock Messenger and producing leaflets that can be picked up at the centre. Other specialists also exist e.g. mental health nurses, physiotherapists etc. who are better able than GPs to meet some patient needs. One plan is to train receptionists, provided funding can be found, to direct patients to the most appropriate source of treatment.

## FEEDBACK FROM QUANTOCK MEDICAL CENTRE

**Outcomes-based commissioning**: Helen and Terry attended an Outcomes-based Commissioning meeting. Both felt that the “outcomes” were already pre-ordained and both were disappointed that there was no patient input. Helen mentioned that Somerset is often good at adopting new ideas. She felt, however, that it was becoming recognised that mush money has been and is still being spent on change where the outcome has been a perceived benefit to the system rather than patients. Terry felt that one of the most frightening statistics to emerge from the meeting was that, in a few years time, 60% of the population of Minehead will be aged 65+. This will put a huge strain on NHS resources. Both Helen and Terry highlighted the gap between medical care and social care. The new plan (with no alternative) offers 4 options:-

1. Stay as a GP practice as now for 1 year after which funding for extra will need to be found privately.
2. Agree to engage with an Accountable Joint Venture and keep enhanced services locally i.e. warfarin testing, immunisations etc.
3. Active participation in an Accountable Joint Venture which would involve creating a new structure, including contracting.
4. Give up the practice, with GPs becoming employed by a different organisation.

Because of the present structure there is currently no incentive for practices to adopt any of the options unless and until they find it impossible to recruit or source funding. Helen emphasised, however, that Dr. Stone is very keen to continue as we are for as long as possible. Helen doesn’t think that our dispensary is under threat as the area is unlikely to be attractive to a pharmacy.

## FRIENDS & FAMILY TEST (FFT) FEEDBACK

Feedback is still generally positive. We may need to promote certain services e.g. minor surgery, as some patients are unaware. Helen has put a notice by the dispensary to direct patients to reception to collect prescriptions when the dispensary is closed. The National Patients Survey was published this week; a copy was circulated. Overall we seem to be doing OK.

## FEEDBACK FROM CLINICAL OPERATIONS GROUP (COG)

No report.

## PPG CHAIRS

Diane expressed the opinion that the meeting she attended was not terribly helpful and that outcomes had already been pre-ordained by certain elements. Helen reported back from a meeting she attended most of which was merely covering ground most of which was already known from NHS communications. Next meeting is 20 April which Terry will attend. Helen will take over chairing the Bridgwater Bay area PPG group when Moira (from Cannington) retires.

## FEEDBACK FROM THE PATIENT GROUP

Helen read out the feedback from the January meeting.

## ANY OTHER BUSINESS

Helen will slow down the display of information on the waiting room TV screen.

## NEXT MEETING

Wednesday 8th June 2016, followed by 7 September and 7 December.