

Walton GP Practice Patient Participation Group
The Surgery
4 April 2018

Present

Anthony Finnegan-Butler [AF-B]
Mary Fletcher [MFI]
Jonathan Geldard [JG]
Hazel Harris [HH]
Dr E Lemke [EL]
Richard Price [RP] Chairman
Caroline Tovell [CT]

Apologies

Wendy Finnegan-Butler [WF]
Jane Hodges [JH]
Isobel Walker [IW]

1. RP opened meeting. Minutes of last meeting agreed correct.

2. Practice News

EL, Paul Conway cancelled offer; not coming to practice. Remaining structure, as detailed by MD. There will be a reshuffle within practice to provide cover. The practice remains stable, and hope with MD leaving, won't affect the practice too considerably. Will inform patients if any difficulties occur.

RP, surgery has a 'good name' amongst patients, of surgery. Not heard anything negative.

3. MFI, problem making appointment to see physiotherapist. Referred to Stoke by Nayland physio, within COLT. Treatment suggested, without actually seeing MFI. Exercises suggested were not suitable. Is this cost effective? EL, This is a new service, to relieve pressure on physio services. It is an extra service, not the only service available. Some situations require a face to face service. In this scenario, not cost effective. Concerned MFI given exercises without being seen. There is a service available to be seen at practice. EL requested feedback on above, to give feedback to COLT.

4. HH, update on previous research discussed, that lonely people visit surgeries. EL confirmed this is an important issue, as people who visit for social reason, become 'medicalised'.

In the past, the practice had someone dedicated to assist with the above, but this service no longer available.

RP, has original list of clubs and groups available locally - this list could be extended. Somehow need to be able to signpost individuals to social activities. How do we take this further?

JG, Some people will not approach this alone; and many do not have internet access. RP, there are numerous groups and clubs available within Walton and Frinton, how do you link individual with the groups? The group to think further.

5. EL, telephone system to be updated. Occurring within COLT, will have same system throughout. Telecom engineers have visited Walton practice. There will be a different waiting system.

Care navigation scheme. EL, this is mandatory, has to be installed. Will evaluate best program.

6. RP, Health in Mind, psychological therapies, would like to attend a PPG meeting. Will arrange, hopefully for next meeting.

7. Any Other Business

a. HH, Dermatology, no further information.

EL, Similar issue with leg ulcer care. Referred to ACE, after 6 weeks, issue becomes 'chronic', therefore referred back to practice, but ACE continue to be paid. CCG agree there is a problem. Pressure added as ACE not fulfilling their contract. ACE should be completing the service.

b, HH, has been made aware of an issue with a GP, at the practice. Individuals not happy with approach. EL will make GP aware, it could be cultural, and a misunderstanding. JG, she is a good Doctor.

c, AF-B, wishes to give thanks and praise to the 'Out of Hours', and East Anglian Ambulance Services. Excellent service. Would like to send letter of thanks.

c cont, from emergency treatment related to above, AF-B attended Basildon thoracic centre. Specific documentation needed completion, requiring the patient to walk long distances, within hospital. Given the speciality of the unit, and patient unwell, this situation is difficult. JG, they probably presume someone is with the patient.

d. RP, what is 'Accountable Care Organisations'?

EL, potential reorganisation. Mix social with medical care.

There are pilot schemes in Derby and Manchester.

Organisation given all the budget for that area, to manage. If any monies left, this is retained. Will blame those running it, rather than the Government.

Meeting closed.

Next Meeting, 23 May 2018 at 19.00