

Meeting Notes
Hillfoot Surgery Patient Participation Group.
Tuesday 2nd August 2022

Apologies

BF

In attendance

Hillfoot Staff

Dr Geraldine Acton (GP partner) Alison Stewart (Practice manager)

Registered Patients

AM, SL, DH, NGM, SM, PB, BS, HS, JM ,WP, RB, RJ, MN

Introductions.

Alison welcomed everyone to the meeting, the first to be held since the beginning of the pandemic. It was great to see new members. The Purpose of the Patient Participation group was outlined. Members are not there to talk about personal experience or personal points of view. The PPG should represent the voice of the patients at the practice, including all the populations within that.

Action: Alison to share some training materials on the role and function of the PPG

Format of PPG going forward

The format of the meetings was discussed. The group agreed that sharing a chair would be a good idea, with 1 meeting chaired by a member of Hillfoot Staff and 1 by a member of the PPG, with both parties putting agenda items forward.

Action: Alison to send out an overview of what this Chair would entail

The group would normally meet at least twice yearly, but at some times it would be necessary to meet more often. If people could not attend email comments on agenda items would be welcomed.

Proposed closure of Sunfield and the merger with Hillfoot.

The rationale behind this was explained:

- Sunfield surgery is a single-handed GP surgery
- The partner wants to take 24 hour retirement at the end of July and return in August on a part time basis until his proper retirement in March 2023
- To do this he needed a second GP on the contract
- Dr Sixsmith at Hillfoot offered to do this
- He has tried to secure other healthcare providers to take over the surgery building on his retirement but has been unable to do so
- The building is not purpose built and the cost of renovating to good clinical standards is too great
- In view of all of the above Hillfoot have approached the commissioner to seek permission to consult on merging with Sunfield on 1st April 2023 on the full retirement of the GP
- This allows a managed transfer, including avoiding staff redundancies
- Hillfoot proposes to employ another full time GP in advance who will work at Sunfield, allowing patients to get to know them
- We have also commissioned plans to extend the surgery to create another 4 consultation rooms and additional admin space upstairs

- Once the surgery closes all the staff will transfer to Hillfoot.

Next steps:

After the meeting on the 4th August, if the commissioner approves us consulting we need to contact patients of both surgeries to seek their views/concerns.

This group (Patient participation) to advise on the best way to communicate with all the patients – depending on their communication needs.

Practice profiles: Hillfoot 7000 patients, Sunfield 4000 patients

Both have English speaking as the main language, with Punjabi 2nd (Hillfoot) and Polish second (Sunfield).

NHSE guidance suggests 1 whole time GP per 1800 patients. Hillfoot have 4.5 whole time GPs so they have 1 whole time GP per 1550 patients, plus trainee GPs. Sunfield have 1 whole time GP for 4000 patients, but supplement this with sessional agency GPs.

Action: arrange a follow up meeting of the PPG to agree communication strategy – some information will be sent out prior to this for comment.

Proposed changes to appointment system

From September the process for appointments will change. Since Covid, any patient who rings up with a medical problem urgent for today goes on a list for the GP on call to triage, who then assesses the clinical urgency. From September the triage list will be removed and the on call GP will have on the day appointments for reception to book into – which means that there will be more appointments each day. Also there will be appointments that release each day for 3 weeks later, and in 2 days. We will continue to monitor the effectiveness of this change

Covid and Flu Vaccinations phase 5

This is commencing the week of 12th September, pending flu supplies arriving. Groups included in this phase are as follows:

Housebound, Care Home patients and staff, Health and care staff, 50 and over and anyone 18 or over with an underlying health condition.

Patients will receive an invitation for them to book into the clinics.

AOB

Concerns with community pharmacy were raised, specifically with regard to delays in acting on discharge notes and medication requests