

Haddenham Medical Centre Patient Participation Group

Report of a Meeting on Tuesday 29th October 2014

Chairman: Keith Milmer
Vice Chairman: Barry Lynch
GP: Dr Kaiser Munir

Over 50 attendees were also present for the meeting at the medical centre.

Dr. Malcolm Jones, a local GP based in Princes Risborough and also a member of the Executive team of the Aylesbury Vale CCG (Clinical commissioning group), joined the group to make a presentation and answer questions about the role of the CCG.

Some of the key points from his presentation and the questions after were:

- The Aylesbury Vale CCG has a strictly controlled budget of £200 million p.a.
- The budget covers Hospital Care, Drug costs, A&E and Occupational therapy
- There is in place a national tariff for operations on the NHS and , therefore, the CCG has little opportunity to negotiate cost of hospital treatment.
- The Care Quality Commission (CQC) is responsible for approving and regulating all providers of healthcare including hospital trusts and GP practices. In Dr. Jones opinion under this regime it would be difficult for 'cowboy' operators to take over healthcare procedures by just offering cut price operations and treatment.
- The CCG is committed to finding ways of dealing with the problem of increasing needs of treatment for Long Term Conditions. It is felt that GP practices cannot continue to shoulder all the burden of this demand.
- Care services are not part of the responsibility of the CCG. Care services are the responsibility of the Local Authority. There was a feeling that care services are generally poor to non-existent and are often not available in a timely manner. There are discussions on how CCG's might take on some of the responsibility for care but as always additional funding would be required.
- The CCG strongly supports the 'triage' process within GP practices and A&E care. This process is based on preliminary examination or contact with a qualified doctor to decide the severity of condition and implement treatment accordingly.

The Chairman thanked Dr. Jones for his useful contribution and for taking the time to attend the meeting.

Dr Kaiser Munir gave an update on behalf of the practice.

New automatic doors have been fitted to the main doors of the practice by way of an available funding scheme.

A Winter grit spreader has been purchased and was funded by the Fish scheme.

Doctor Appointments:

Both patients and doctors have been unhappy with the difficulty of obtaining appointments and the ensuing "8 o'clock lottery" on the phone every morning under the current arrangements.

The Practice intends to introduce a system of triage which will ensure that every patient gets to talk with a doctor before a full appointment is booked.

Experience of other practices that have introduced similar systems have proved very positive as it enables the correct amount of time to be devoted to each patient according to need. The current system will normally allocate the same 10 minute appointment to a minor matter as another patient with more serious multiple conditions.

In place of a patient spending time describing problems on the telephone to a receptionist their telephone number will be taken and they will be given a time slot to receive a call from a doctor.

A doctor will call the patient and further action advised which could range from giving advice for self treatment on minor conditions to an appointment at the practice of a length suitable to deal with the probable condition(s).

The details of the new arrangements will be finalised shortly and it is expected that implementation will commence in around 4 weeks time.

As soon as they are available the details of the new appointment system will be published on the websites www.haddenham.net and www.dinton.org.

David Lindsay made a case that with the growing national epidemic of obesity there was no low cost advice on weight loss available locally. He proposed and volunteered to manage sessions for patients and asked if it might be possible to hold them at the Health Centre.

The PPG undertook to discuss the proposal with the Practice.

The Chairman called the meeting to a close apologising for the fact that there was not enough time to discuss all the outstanding matters. He set the date of the next meeting for the 25th Feb. 2014 and thanked all those attending the meeting for coming.