



Park View Health Partnership
Patient group meeting
Wednesday 1 May 2013 5pm

In attendance:
18 patients
Helen Corpe, Practice Manager
Dr Duncan Wells

Items discussed:

Meeting your leaders

A last minute change meant that Gill Carter, the public engagement manager, was unable to attend the meeting as expected. She will be invited to the next meeting in July. The 'meet your new leaders' event held on 25 April in Haywards Heath highlighted the need for patients to become involved in the design and improvement of services. The leaders admitted to having to find their feet in the new NHS. Patients reported that there was no clear information about the venue for this event.

To this end patients who have experienced the musculo-skeletal services (MSK) are invited to a meeting on Thursday 16 May at K2 in Crawley from 6.30-9.30pm (*venue changed on 16 May to Broadfield Stadium, Crawley*). It is a follow up from the previous meeting to report on progress.

Other meetings that patients are invited to attend include an older people's event at Clair Hall in Haywards Heath on Thursday 9 May from 2-4pm, and a 'Paying for Care' meeting at the Martletts in Burgess Hill on 14 May at 11am.

Your new NHS structure

Helen Corpe reported on the new structure of the NHS, being overseen by NHS England, with a small area administrative team covering the whole of Sussex and Surrey, to which the Horsham and Mid-Sussex clinical commissioning group (CCG) belongs. Other local CCGs are Crawley, and Coastal (covering Worthing to Chichester). The clinical directors (who are GPs in the area) have been working hard to implement pathways to care so that much of the work to produce the information for the consultant is done in the practice prior to referral. Many consultants are now working at 'one stop shop' clinics in the community - at Park View Health Partnership we have been hosting Urology clinics and have just commenced Audiology, and non-obstetric Ultrasound clinics. If patients need to go to the hospital following these community clinics this will be arranged by the consultant and there will be no need to return to the GP for referral.

Helen Corpe explained about the targets that the practice has to reach in order to finance the running of the practice, and how these targets alter each year focusing on different diseases. It is becoming more difficult to achieve the targets as they are increased. Additionally some targets are removed and no longer funded, but the practice is still expected to do the work! The variety of income streams were mentioned.

Patients were advised about the 111 service and access to out of hours GPs when the practice is closed. No patients present have yet used the 111 service.

In practice

Within the practice during the next 2 months, we hope to recruit a new practice nurse. Patient felt that additional GP time would be needed as there were few available appointments. As there is more and more chronic disease management being undertaken within primary care, it falls to the nurses to undertake reviews and management of the

condition which 10 years ago would have been done in the hospital. GPs oversee the work of the nurses.

There are two new vaccinations which will be available in the autumn for patients, one for shingles which will be given to over 70s at the flu clinic, and another for children's diarrhoea.

Helping you to help yourself

A series of self-help guides will be available shortly on the website. These are fact sheets for common ailments as a means of helping people to learn when it's safe to self-care and when they should seek medical assistance. The fact sheets tell people the natural history of symptoms under normal circumstances, and what to look out for when they're no longer normal. Each fact sheet informs, educates and supports people to help build their confidence, alerts them to red flag symptoms that could lead to early detection of serious disease and helps to reduce re-consultations. They have been produced with patient and professional input and reviewed by GP experts in the given topics. Patients were very helpful in suggesting places to promote these.

The GP's view

Dr Wells gave an overview of the administrative work that he undertakes. Although much of the GP work can be undertaken by the administrative team at the practice, there are very clear boundaries in place as to what requires a doctor's clinical risk assessment and what can be done by a lay person. Increasingly, organisations do not want to take the risk themselves, and lifestyles have changed so 'check with your doctor' has become routine.

Patients' experience

Appointment availability was raised. Appointments are scarce throughout Mid-Sussex, partly due to patients expecting to see a GP for a minor illness, or that they are more aware of health issues and require reassurance eg moles on the skin during summer, and partly because the administrative burden of healthcare means that doctors have less patient facing time than they would like. One patient was very pleased with the information received from a receptionist who could hear during the telephone call that the patient sounded poorly and encouraged her to phone in for an on the day appointment if she felt worse.

Dr Hughes is running a trial triage session on Tuesdays and Fridays. Patients who want to see a GP on that day are initially contacted by telephone by the GP and many problems are managed by this method. If the GP needs to see the patient, an appointment for later that morning is offered. An analysis of the trial will be done to assess if this system saves appointments and gives patients an improved service.

Patients were asked to partake in a fire drill practice. The practice undertakes these drills regularly, but it is felt that it would be more realistic if patients were involved in the drill to help staff learn the best way to manage this emergency should it occur. *Post meeting note: the drill will be held on Thursday 16 May and patients are asked to come into the waiting room at 12.40pm. Helen Corpe will be available to advise of positioning for the drill.*

The patient newsletter is produced 3 times a year and is available in the practice and on the website. Patients were encouraged to submit relevant articles about the practice experience or from the wider NHS. The next newsletter is due out in June 2013.

Next meetings

Wednesday 3 July 2013 5pm

Wednesday 4 September 2013 5pm

