

# Marazion Surgery

## Minutes of the Marazion Surgery Patient Participation Group Meeting on Wednesday 20<sup>th</sup> January 2016, at 6.00pm

### Present:

Mrs Juliette Benstead  
Mrs Serena Collins  
Mr Joshua Hall  
Mrs Pauline Needham  
Mrs Mary Page  
Mr Michael Page  
Dr Neil Walden  
Mr Barry Webb  
Ms Aileen Wheeler

### Apologies:

Mr Brian Baker  
Miss Kate Baldwin  
Mrs Mary Baldwin  
Mrs Jackie Brown  
Mrs Janet Bullock  
Mrs Elizabeth Clarke  
Mrs Gill Clephane  
Ms Samantha Cox  
Mrs Margaret East  
Mrs Sandra Easterbrook  
Mrs Susan Harrison  
Mrs Trudy Jones  
Mr Leslie Lipert  
Mrs Ann Miller  
Mr Michael Miller  
Mrs Fran Phillips  
Ms Jane Richards  
Mr Colin Treleven  
Mr Michael Tremberth

### 1. Minutes of Previous Meeting:

The Minutes of the previous meeting were agreed to be a true record.

### 2. Matters Arising:

#### 2.1 *Patient Information and Literature:*

Following the discussion previously the literature and website had been updated and the Practice had been very grateful for this feedback. Since the previous meeting, it was noted that there had been some changes at the Practice. Dr Walden and Dr Robbins worked four days a week; Dr Sugrue and Dr Killeen worked three days a week; Dr Murphy, Dr Lock and Dr Gambles worked two days a week. There were six GP Partners, plus Dr Gambles who was a Salaried GP. Although nationally recruitment of GP Partners had been found difficult, Marazion were delighted to have been joined by two new GP Partners recently; this was helpful in terms of progression to have younger doctors joining the team and showing this level of commitment to the Practice.

#### 2.2 *Friends & Family Test:*

The Friends & Family Test had started over twelve months ago. The vast majority of patients had said that they were 'very likely' to recommend our GP Practice to friends and family if they needed similar care or treatment. The results were published in the waiting room and on the surgery website. Copies were brought for the PPG to review and it was agreed that these were extremely complimentary.

#### 2.3 *Future of Premises:*

NW was pleased to confirm that the Practice had purchased land adjacent to the surgery. A new car park was to be built in 2016. Outline planning permission had also been approved to extend the surgery premises on the land currently used for parking by the doctors. In the meantime there may be options to make adjustments internally to divide some rooms that were

currently larger than necessary. The Government say they are going to invest in General Practice in the future, which would help to fund future improvements. NW mentioned that there was interest in becoming a training Practice in the future; this would require additional consulting rooms.

It was enquired whether there were any services planned that might relieve the pressure on A&E. NW explained that the Practice currently offered a minor injury service and minor operations, examples of which he outlined.

Patients who presented to A&E inappropriately were supposed to be signposted back to their GP as A&E was an expensive resource. There were also discussions about having a GP presence next to A&E in Truro in the next year or so. NW also mentioned that it was possible that more blood tests may be processed in General Practice in the future, rather than having to be sent to a central laboratory. It was noted that these proposals would affect all General Practices in the area and not just Marazion. NW went on to outline a different way of working that had been initiated in St Austell, where three Practices worked together. Two did all the routine work and one dealt with all emergencies/on the day work. This model was felt to be urban, suitable for towns and cities, but not appropriate for rural locations. Local feedback stated that patients preferred individual Practices, as currently; though there may be scope for Practice to work together in the future, such as at weekends.

#### 2.4 *CQC Inspection:*

There were no questions raised as a result of the CQC inspection. The report had been emailed to the group and was available on the surgery website.

#### 3. Dispensary:

Mr Joshua Hall, who had worked at the Practice for approximately seven years, attended the meeting to talk about the dispensary and was happy to answer any questions that the group had. Please see the attached presentation.

On enquiry NW explained that the Practice issued supplies of medication for 28 days in line with local and national guidelines. Studies had shown that larger quantities represented increased waste for the NHS which represented a great deal of money. A patient may request a larger quantity, such as if they were going on holiday, and this would be decided by the doctor on an individual patient basis. A patient could only legally be given a maximum of three month's supply if they were travelling abroad.

The difference between generic and branded prescriptions was explained by NW. Often changes of medication were instigated by the Practice at the request of the Local Prescribing Team at NHS England in order to save money for the NHS. These proposed changes were reviewed on an individual patient basis by a doctor prior to any change being made.

Feedback was received that a patient using 'The Waiting Room' could not use the comment field unless one of the regular items was ticked. This would be looked into by JTH with the system supplier to see if this could be amended. In the meantime it was suggested that for requesting items that were not listed as repeats on The Waiting Room, using the Email of [marazion.dispensary@nhs.net](mailto:marazion.dispensary@nhs.net) would be a simpler alternative.

#### 13. Date of Next Meeting:

There had unfortunately been quite a long delay between meetings previously and it was hoped to avoid this in the future and a meeting towards the end of April was proposed. Topics for discussion were requested and members felt that they would like to hear from one of the Assistant Practitioners, to explain their role and that of the Practice Nurses. JCB would circulate an Email in late March to ask everyone's availability in arranging the date of the next meeting in April.