

PATIENT FORUM MEETING

18:15 on Wednesday 27 September 2017

Marple Methodist Church

1. THOSE PRESENT

JT, MH, KL, EW, RW, CD, JC, JB, PJ, SJ, MR, NO, BM, CP, GN, PD, DE, RG

2. APOLOGIES

JG, SO

3. MINUTES OF LAST MEETING AND MATTERS ARISING

A Walk for Health update

DFT confirmed that SMBC have restarted the Walk for Health initiative in Marple, with a new programme which started on 12th September 2017, with walks commencing from Marple Library at 10am each Wednesday for 12 weeks. These would be led by a colleague of DFT, Rachael, but MH and RG were still happy to help.

DFT confirmed that this walk is for all residents in the Marple area, and informed the local practices.

Marple Cottage has informed its practice team and asked for clinicians to raise with patients that it feels suitable, and information/posters are displayed in the practice and website.

We have not received any feedback from SMBC re uptake of the walks but we will monitor the situation.

B Car park exit update

The idea of a notice in the car park suggesting that people turn right on leaving was questioned by practice team who felt that it was the patient choice to decide which way to exit the practice, and a concern would be raised if a patient felt obliged to go a specific way and an accident occurred. There are differences of opinion re the best ways to exist the practice car park, and this seems subject to the time of day and how many cars are parked on the side Empress Avenue.

MH has information about notices etc but will consult a local counsellor about a one way system on Empress Avenue since KL has seen further driving difficulties.

C Notice Boards

JT has deferred ordering a notice board for PF since he is ordering for the Practice and will have better rates if he orders altogether. Hopefully will be ordered / delivered early October.

D Speaker for a meeting on October 18

Stockport Together carried out a consultation process in June /July about providing more efficient services for the Stockport area. They have now produced a report . They will send a speaker, as yet not named, to our meeting on October 18 at the Methodist Church at 18 15 and we will be able to ask how the Marple area will be affected.

Please come with specific questions .

4. PRACTICE UPDATE

A Staff

JT reported that Dr Wyatt returned on Sep 11 from maternity leave and so the Practice is working full strength. Many thanks to Dr Hatton for her help and others who provided cover. Dr Dawson is with us for a 12 month placement.

B Walk in clinics.

These have been suspended because of the holiday period so that their efficacy can be assessed. They are may continue in the future on Mondays to manage demand.

C Flu Campaign

(i) Recalling patients

The flu campaign started earlier this year to help increase vaccination of patients before flu virus is most common in November.

Marple Cottage has been texting/ emailing and opportunistically reminding patients to come in for the vaccination, and not to think it is better to wait until later in the year when the weather is colder.

So far the practice has have a good uptake but still 2/3rd of patients to vaccinate in October and November

(ii) Clinics and “whilst you wait”

JT advised that there are mini clinics throughout the week, in the mornings, afternoons and early evenings, and patients can also just pop in during morning afternoon clinic times (9-11:30 / 3.30-6) and the clinicians will give the vaccination.

(iii) Pharmacies

A question was raised re the pharmacies offering flu vaccinations and impact of the practice.

JT explained that Greater Manchester has commissioned pharmacies to provide flu vaccinations to patients in addition to the practices. As the practice has to order the vaccines in January and we do not know how many patients will choose to have a vaccination at the pharmacy there is a strong risk that the practice will have a surplus of vaccines which they will have to destroy at the end of the year, for which they cannot be reimbursed. Naturally this will make some practice choose to order less vaccines the following year to avoid future financial loss.

KL asked JT to report back about the success of this year’s campaign

D Late clinic changes.

JT advised that the practice was planning to change the late evening clinic schedule so that the practice is open on Mondays and Thursdays until 8pm.

The rationale for this is that is to ensure two clinicians are working on the same evening so that it is not necessary to cancel a clinic when someone is on leave or on sick. It also creates better cover for the support team.

5. STOCKPORT NEIGHBOURHOOD CARE

This is the new structure evolved from Stockport Together whereby leaders for Stockport Foundation Trust, SMBC, Viaduct (GP Federation) and Pennine Care, have come together to agree to work together to integrate health and social services.

JT explained that there are lots of initiatives to encourage different professionals to work together to improve care in a more seamless way, and this will be the subject of the meeting on Oct 18, although hopefully with a more specific focus on services in the Marple area.

There was discussion about whether Practices now have physiotherapists allocated to them. JT explained that Marple is currently running a pilot for physiotherapists based at practice premises, and JC and GN praised the results.

JT explained that the current service is under review and the commissioning intentions of Stockport CCG is to create a 'direct access' service whereby a patient can self-refer to the service but the physio therapist can only assess individual need and, if needed, refer into the existing secondary care service if required.

JT confirmed this is part of bigger plan for pharmacists and mental health workers to be based within practice premises, and linked to plans for GP services to be available on Saturday and Sundays in some locations across Stockport. Of course the difficulties relate to securing the staffing to provide additional services as there is a current shortage of GPs and nurses, and it should not destabilise the staffing of the out of hours services, Mastercall.

Question raised about if any plans for the practice to have services such a Reflexology at the practice. JT confirmed that there are no plans but only because no one has approached the practice regarding this. The practice has previously provided acupuncture services but this ended when Dr Hatton left.

There was discussion about the hugely complicated system of sharing medical information between the various medical services. Discussions have been ongoing for many years but the technology is now available to enable sharing of records across organisations and they are trying to finalise the legal requirements of ensuring that it meets data protection laws ie creating data sharing agreements between organisations.

KL asked if it isn't just for the patient to agree / sign that they are happy to have their records shared. JT confirmed this would work but it does require notifying all patients and difficult to get everyone to give explicit consent in this way. Confusing why this has not been a legislative change considering this issue affect health services nationally.

6. PATIENT PRESENTATION

See above.

It will be on October 18 at 18 15 in the Methodist Church and we hope other practices may support us so do tell your friends.

7. AOB

A NO asked about ear syringing and whether practice intends to fix the ES machine which is broken. JT confirmed that due to Stockport CCG recommissioning a new dedicated ear syringe service the Practice decided to stop providing this service (the practice is not commissioned to provide this service) and utilise the nursing resource on the areas that we are commissioned eg Child imm and vacs, cervical cytology, health screening etc.

JT agreed that if the wait times offered Treatment Room at Memorial Park (managed by Stockport Foundation Trust) is too long, or not local, one should contact them directly.

B CD asked if Marple Cottage would provide any alternative therapies such as reflexology. JT confirmed that there is space at the Cottage but there are no plans at present for this.

She also asked if a firm rail could be provided where people have to wait to speak to reception. This seems a very helpful suggestion for a range of patients.

JT to investigate.

8. Next meetings

Next Patient Presentation meeting: Wed 18th October 2017

Next Forum meeting: Wed 24th January 2018