

Summary of Minutes of Meeting
UPPINGHAM PATIENT PARTICIPATION GROUP
held on 30th January 2018 at 5.30 pm

New PPG members from Ketton, Peter Nancarrow and Vic Henry, were welcomed to the meeting.

The Practice has recruited a new GP Partner, Dr Nainesh Patel, who now sees Dr Fox's patients. There are **two new Advanced Nurse Practitioners,** Belinda Ashley-Dunn and Penny Coles, permanently in the Rapid Access Clinic.

The Practice informed the PPG that they are proposing to close the Ketton Branch Surgery. The Practice is following a procedure that is in strict compliance with CCG requirements. The proposal will go to **public consultation on 1st February for a period of three months,** until 1st May. There will be a survey and drop-in sessions at each surgery. All comments and opinions are welcomed, preferably in written form so that they can be documented as part of the consultation exercise. At the end of the three months the data will be analysed and all information collated and passed to the Primary Care Commissioning Committee for consideration.

Some members challenged the need to close Ketton surgery and the view that appointments at Ketton were not being utilized, arguing that patients in general were not always being offered appointments at their local surgeries. Staff training on this topic was again criticised. The required ratio 1 GP to 250 patients was being met and new homes being built in Ketton would bring increased numbers. Public transport to Uppingham was very time consuming, but patients would find it hard to get to other surgeries. The Practice had not been proactive in attracting patients; nor had they looked at why patients were not using the branch surgery. No-one from Ketton had been involved in planning the survey or consultation.

Dr Pickering replied that the last time the closure of Ketton had been discussed the decision had been taken to support the new more accessible surgery, and to continue to provide care in the hope that the number of local patients using it would increase. This increase had not happened and the Practice is not allowed to advertise itself. Today, with the general shortage of clinical appointment sessions, difficulties in recruiting staff and increasing pressure on services, the Practice is struggling to provide an equitable level of care. They do not have the doctors and the nursing capacity to maintain a surgery at Ketton without affecting care elsewhere, but hope Ketton patients will use the other branch surgeries or Uppingham itself. Clearly there will be difficulties facing Ketton patients but once the debate is in the public domain it is hoped they will lobby and stimulate discussion.

Other questions and concerns were raised. Should the **telephone Prescription Ordering Service** system crash during a call there was no information to tell the patient how to continue. A more sensible response was needed.

There were again some **criticisms** of Dispensary staff attitudes.

During recent bad weather the Practice Managers themselves had undertaken to clear the carpark of snow. Better contingency arrangements should be considered.

The Practice will follow up on these matters.

It was asked whether a **visitor from outside the EU** could use the surgery. Historically a patient could be seen privately but today this raises issues of the GP's indemnity which are not yet resolved. However "urgent" clinical problems can be dealt with immediately.

There is **still confusion over 3rd Party Ordering of prescriptions**. In the past chemists were continuing to issue medication on repeat prescriptions without checking actual need: now the CCG insists that an authorised prescription must be issued each time which increases the work involved. **All patients are encouraged** to order their medication on-line whenever possible.

Letters should have gone to 56 patients who in the past received **home deliveries** of their medication. There are local chemists who offer home delivery services.

Currently members are frequently asked **to circulate information that comes from the CCG** and other bodies. The Practice agreed to assist where they could appropriately do so. They would also keep members informed of material going to patients, look at putting more news on the website and generally be open to all ways of sharing information.

The second version of the Sustainability and Transformation Partnership Plan is to be released soon and there is continuing criticism of inconsistencies of number and lack of financial detail. With Better Care Together, **Healthwatch** is running a project and seeking anyone willing to share experiences, anonymously, of living in the community with a long-term condition or frailty.

The date of the next meeting is Tuesday, 6th March 2018 at 5.30 pm at the Surgery.