

Garway Medical Practice Patient Participation Group



Minutes of Meeting on Wednesday, 21 March 2018 in Pickering House

PRESENT: Turlogh O'Brien, Andrew Boichat,, Odete Pakalnyte, Diana Landymore, Marian Kirsner, Genie Stuart-Ranchev, Christopher Penfold, Angela Reeves (Practice Manager) Deirdre Cordwell (Chair).

APOLOGIES: Judy Loncraine.

INTRODUCTIONS: Deirdre Cordwell (chair) welcomed everyone.

MINUTES of the previous meeting (31 January 2018) were agreed.

REPORT BACK FROM PRACTICE

- REPLACEMENT GP: Angela Reeves reported that, two months after the departure of Dr Hennessey, the practice had still not appointed a female GP to replace her, nor had an appropriate advertisement yet been placed. Members were concerned that at times when only male GPs were available to take appointments, some female patients might be deterred from seeking the medical help they need.

Angela Reeves reported on current difficulties in recruiting GPs for long term contracts. Many doctors now found locum work sufficiently lucrative without their having to make long term commitments which would involve administrative work. She also gave members some reassurance with the news that the practice was currently employing two locums on a regular basis and that one of these was female.

Members were anxious that we were sliding back to the situation the practice faced two years ago before the appointments of Dr Dhar and Dr Hennessey. Discussion took place around the fact that Garway is currently a single partner practice and whether it was time to alter the structure of the contract so as to enable the introduction of another partner. Members were appreciative of the work that Dr Phornnarit has done in sustaining the practice on the current basis but that it would be desirable for him to have the support of a partner colleague who would share the administrative burden.

Diana Landymore reported that she had had conversations with Rosie Bose of the WLCCG who had mentioned that with current PMS contracts coming to an end, now was an ideal time to seek to restructure. Rosie Bose had said she would be happy to advise and Deirdre Cordwell undertook to meet with her to discuss possible ways forward.

It was also decided that the co-chairs, Deirdre Cordwell and Christopher Penfold, should write to Dr Phornnarit seeking a meeting at which they would be able to express patients' concerns and encourage him to explore the route of taking another partner into the practice.

- PRIMARY CARE GROUP HOMES: Angela Reeves also reported on progress with establishing Primary Care Group Homes which would involve grouping several General Practices with between 30,000 and 50,000 patients in order to co-ordinate care services such as: physio-therapy, My Care My Way, transportation, geriatricians, falls service, re-enablement and district nursing. Benefits would include: cost savings, better communications and localisation of services. Funding would be provided jointly by local authorities and the NHS and the Hub would be a part of it. Garway was volunteering to be a pilot practice since we have room for additional services, we would be in at the beginning of the scheme and, with additional services housed on the premises, we would attract more patients to the practice.
- DISABLED PARKING: Angela Reeves reported that she had adopted an aggressive policy towards vehicles currently using the bay for all-day parking and thus making the bay unavailable for disabled patients to use it when visiting the practice. She had been putting notices on the windscreen: "This is an abuse of your disabled parking badge and if you continue to park for longer than an hour you will be reported and your privileges will be rescinded." She was determined to pursue this until the abuse stopped and would report back on progress.
- Angela had to leave the meeting at 7:15 in order to participate in a webinar conference. Members thanked her for her very helpful advice and the meeting continued without her.

RECRUITMENT OF NEW MEMBERS

A useful discussion took place with Odete Pakalnyte from Healthwatch offering helpful advice and support. Proposals included:

- Use of the whiteboard in the waiting room to advertise the agenda of next meeting and invite patients to attend.
- Christopher Penfold circulated a draft flyer DO YOU LIKE YOUR BODY? which could be handed out to patients by doctors or receptionists. Members offered suggestions and modifications. It was also suggested a cut down version should be used on the waiting room TV screens.
- Odete volunteered assistance in setting up a Virtual Patients' Group which it was hoped would attract younger patients who might be unable to commit to evening meetings. Andrew Boichat also offered advice and assistance in targetting this at younger patients.
- Odete also suggested a programme of Special Meetings with visiting speakers which would attract patients with particular interest in the subjects under discussion, e.g.
 - a) Use of painkiller: for and against
 - b) Work/Life balance

- c) Sexual health
- d) Pharmacists and the values/dangers of over-the-counter medication
- e) Healthy eating/food choices.
 - Pickering Hall was suggested as a venue for such meetings and Odete volunteered to help set up the first one in June to be billed as UNDERSTANDING AND MANAGING MEDICATION

Members thanked Odete for her attendance and her advice and the meeting adjourned at 8:00 pm.

**DATE OF NEXT MEETING: WEDNESDAY 23 MAY 2018 AT
6.30PM**