

Walton GP Practice Patient Participation Group
The Surgery
21 February 2018

Present

Martin Durrant [MD]
Jill Felgate [JillF]
John Felgate [JohnF]
Anthony Finnegan-Butler [AF-B]
Mary Fletcher [MFI]
Jonathan Geldard [JG]
Hazel Harris [HH]
Jane Hodges [JH]
Richard Price [RP]
Isobel Walker [IW]

Apologies

Wendy Finnegan-Butler [WF-B]
John Lange [JL]
Caroline Tovell [CT]

1. Practice Report

1a As MD is retiring at the end of March, it was discussed how his position would be covered. The practice needed to decide on replacing MD at Walton, or centralising the position, with COLT, over three practices. As much had already been centralised, it has been decided to employ, three operations managers, to run the three practices, with an overall practice manager, from COLT, overseeing the operations managers, in each practice, spending one day per week with each practice.

Paul Comroy, will manage all three surgeries; day to day management will be carried out by the operations manager at each practice.

Paul has experience with commercial clients, and it is hoped this experience will help to generate cash, which is very important to the practice.

MD's last day at the practice will be 29 March, 2018.

1b Although the practice was quiet over Christmas, post Christmas, the practice has experienced a busy workload since; staff sickness has increased difficulties.

2 Any Other Business

2a. HH explained that research shows, many people visit GP surgeries due to loneliness, and that community activities reduce this attendance by some 61%. Some surgeries around the country, have instigated a programme of activities to reduce attendance, which is proving successful, in encouraging people to attend local groups.

We have agreed to look at this as a group, and initially to compile a list of local activities, which could benefit the lonely. The PPG compiled a list early in the group's history. Could we look through our files and resurrect this item?

2b. IW raised the problem of the closure of local toilets within the area, and asked if the group would support the opposition to their closure. The committee agreed to support this in any way possible.

2c. MD, data protection legislation is to be tightened in May 2018. Individual consent will be required to use texts to patients. It is hoped that the information already available prior to this date will be excepted.

2d. MD, the surgery telephone system needs urgent updating, as do most of the practices in COLT. The CCG is willing to pay for the installation of the new systems. Target replacement date April/May 2018.

2e. MD, Care Navigation is something CCG are trying to push through. Most practices are not in favour, considering the length of time required to process each patient; a list of questions are asked mechanically, to ascertain the best service required by each patient. It is considered much quicker via the receptionist at the practice. At the moment it is not mandatory.

2f. RP, we have received an email from 'Health in Mind', which improves access to Psychological Therapies, in the area. They would like to attend one of our meetings, and discuss this with the group, how best to assist patients to use service in our area. RP will liaise with above, and arrange a date.

The committee thanked Martin for all the help he has given the PPG, and wished him, and his family, all the very best in the future.

Next meeting, 4 April 2018, 19:00 at Walton Surgery.