PRG 06/11/2015 – overdue because waiting for MP date

Present. LP, BE, LH, JL, BR, REP, SB, CS, NC.KC

In attendance; Mr R Burgon MP

Mr Burgon running late so opportunity used to discuss opening hours per CCG request. General high levels of satisfaction among PRG who find they can generally get appts as needed. LH made point that when surgery did open at weekends almost no one attended she recollected having a Saturday appointment and being told that she was the only person who had attended that day. Acknowledged by KC that while she would occasionally find it useful as working parent with two children it would not be good use of resources to move Dr from weekday working to week end working if patients simply did not turn up. Noted that surgery tries to accommodate people who do work by forward booking embargoed slots on occasion to facilitate attendance especially for workers. 5 years and under always fitted in even if on sit and wait basis.

Mr Burgon

There was a lively discussion around the many pressures on the NHS in general and GP practices in particular.

TTIP a proposed arrangement that would see the NHS opened up to market forces and favouring American intervention was discussed along with more local matters.

There was a suggestion that including responsible use of NHS in personal and social education in schools might be an avenue that is worth exploring.

Opening hours and moving almost non existent resources to cover weekends further cutting number of Drs available during week was hotly discussed. When we had Saturday opening it took a Dr and receptionist away from week days often sitting in surgery but no patients turning up. Would also interfere with continuity of care and GPs working weekends would not be the panacea so often trumpeted by gutter press without the wrap round support services eg routine pathlabs and x-ray capacity being available. Being seen on a Saturday by GP and having to come back for blood tests in week would help no one. Points as per earlier discussion re-iterated. The point was made that one size fits all solutions do not work.

Wasted appointments were also discussed and the point made that if fewer people wasted appointments others could get the appointments they need this would have effect of relieving pressure on A&E as winter approaches. Issue of what to be done to make patients take more responsible approach to appointments discussed. PRG agreed procedure outlined. 3 missed appts warning letter after review of medical records to check for particular stressors eg recent bereavements then if further DNA discussed at practice meeting with view to removal. Noted that no one ever took up invitation to discuss with PRG why they had right to stop others having appointments, routinely extended when people ring to complain re receiving warning letter.

Mr Burgon shocked to find out that 310 appointments had been wasted in October alone and that some patients booked appointments and wasted them only few hours later.

High levels of automatic abuse to PM and other staff if patients do not get what they want immediately – even if it is not within remit of NHS discussed. Rights of staff to work without fear of abuse or aggression seem not to be considered.

Copy of executive summary of McHugh report passed to Mr Burgon.

Suggested PRG come up with top 5 points that they want addressing and forward to him.

PRG to have a meeting in December complete with mince pies to consider.