

<p style="text-align: center;">Barton House Group Practice Patient Group Meeting</p>

Date: 23.06.2016

Present: Dr Matthew Bench, Blessing Nwachukwu, Farzana Alam, PG, JN, PK, EP, IS, CD, JB.

Apologies:

Minutes and matters arising from last meeting

Nothing to discuss.

Staff News

Dr Bench discussed the following staff changes

- GPs are struggling to offer patients appointments as demands are high. We have had various staff leaving recently and trying to recruit to replace these staff has been very difficult. We have been advertising to recruit a new GP for the last few weeks and are hopeful we will be able to appoint someone shortly.

Ideally we would like to provide access to patients so they can see a GP within 2 weeks, which is what we are struggling with. We also have shortage of rooms whereby there are not enough rooms available to fit all the staff to work at the same time. We provide bookable appointments up to 2 weeks in advance however they go just as quickly as they come. At present we are short of three part time GPs doing 3-5 sessions per week and therefore are not able to provide the access we would like to.

- Dr Lauren Ward has joined us on the salaried GP scheme as part of the GP Confederation program and will be with us for the next three months. She has also expressed an interest to apply for our salaried GP post advertised. By September we are hoping to recruit more staff and make things a bit easier.
- We now have two health care assistants and two nurses. In the past we have had three nurses however nurse recruitment was as difficult as recruiting a GP, we therefore recruited a HCA which has worked out well.

CD commented that she finds the telephone triage service to be very effective.

GP State of Emergency

Increased pressures are discouraging people from joining the profession as GP and are causing people to leave practices. Patients are at risk of losing their GPs unless pressures on general practice are dramatically eased. General practice is at breaking point which is not safe for patients or staff. 6% of London GPs were over 60 years old, when compared with 10% nationally in 2011. On average London has approximately 60 whole time equivalent GPs per 100,000 patients. On a recent survey-Out of 644 responding practices, 284 report a GP planning on retiring in the next three years and 199 of the 644 responding practices currently have a GP vacancy. Despite the government pledge of 5,000 more GPs, the National Recruitment Office reported that nationally nearly 20% of GP training places remained unfilled in 2015. London is a net exporter of GPs, with a significant number of doctors leaving the capital once they have completed training as GPs. Funding to general practice has been decreasing in recent years. Recently there were government announcements of an increase in NHS funding from £116.4 billion in 2015/16 to £133.1 billion in 2020/21. This amounts to a real increase of £4.5 billion. However most of this increase will be absorbed by inflation leaving a real average annual increase of only 0.9%.

Dr Bench asked the PPG members to write to the local MPs stressing how GPs are overworked. If this is to continue most people may not even have a GP in the next 5 years.

Questionnaire

We were planning on doing a patient satisfaction questionnaire which was previously discussed with the patient group however the CCG has announced that they would be rolling out a specific questionnaire which is more detailed about rating the general practice on various different factors. We are still awaiting confirmation from the CCG on the roll out date. The idea behind this was to collect enough data from patients that if NHS England was to question the quality of the service provided the practice we would have patient views as back up evidence.

AOB: Baby clinic changes

This is the first meeting of 2016-2017. Most of last year's meetings were about staff changes as we had many leavers and joiners. We have also had our boilers re-done and faced various on-going issues which are still being resolved.

The meeting finished at 2 pm.

Next meeting date 29.09.2016