



Minutes of PPG meeting held on Monday 21st May 2018
at The Old Orchard Surgery , Wilton

Present ; Dr Ali Corke, Jenny Holmes, Stephanie Stevens, Sue Haddock, Paula Brembridge , Lynn Taylor, Pauline Rose and Claire Snook – minute taker .

- Apologies were received from Carole Slater , Karen Johnstone , Karungi Grant, Andy Howson and Steve Hyde.
- The minutes from the last meeting were found to be accurate.
 - Dr Corke reported the new system for all Travel & Gynaecology clinics running from Wilton seems to be working well.
 - Dr Hall has now officially retired and Dr Lindsay Kinlin is in place. Several people commented what a lovely lady she is.
 - The new physio self-referral system seems much improved as patients do not need to see the GP first.
- Jess Holland is now on maternity leave as of 17-5-18
- New staff -: Nicole Ashcroft and Esther Blount – Wilton admin Team. Mandy Bullock – Wilton reception. Robyn Bott – Dispenser.
- Dr Corke introduced the patient newsletter and survey. [These will be added to this email as attachments & also the Frome model information.]

The survey is part of the NHS contract and she asked if the PPG felt the questions were appropriate.

Currently GPs are being asked to extend access to services. We do this already by offering early and late contacts throughout the week and there are Saturday surgeries . However we are now being asked to offer an 'Improved Access' of 8am - 8pm 7 days per week. Not every surgery is required to do this and it can be shared across a group of practices. The survey is connected to this in order to harvest the views of our patients about current services.

Our locality includes Mere, Tisbury, Hindon, West Lavington, Codford and Shrewton . This is a big geographical area and it is



unreasonable to ask people to travel long distances for their care. However it is more practicable for inner city areas such as London where there are more people in a small area. We are not sure how it will work for us at the moment but it will need to be offered through a group of surgeries. However it is a Government set criteria so we will probably provide it through 3 large groups or hubs . It will require patient records being opened up to all surgeries involved but this should not be problematic as we all use the 'SystemOne' IT package . Dr Corke mentioned the current struggle to recruit GPs and arrange locum cover which is why we sometimes work on skeletal services . It is difficult to get GP cover for annual leave etc. but this is well recognised as a national problem.

- There is already a Saturday morning surgery once a month in Fovant [2nd Saturday] and Shrewton [4th Saturday]. In addition patients benefit from the flexibility of having the 4 small surgeries . Paula Brembridge commented how fantastic our surgeries are for getting appointments in comparison to other places .
- However it is recognised that our patient numbers are growing and causing a pressure on the services.
- The numbers at Codford are growing as the Smallbrook surgery in Warminster has closed. Smallbrook had a grant to rebuild but was unable to find a suitable place so the grant has lapsed. Some patients have transferred to Westbrook surgery and the Avenue surgery, Warminster is also trying to pick up the numbers.
- The Wilton Health Centre has merged with the Salisbury Medical Practice on Wilton Road and many of these patients have transferred to Old Orchard as they do not wish to travel into Salisbury for appts.
- There is no official ceiling to the number of patients a GP can have but here it is 2,000 patients per GP.

- Dr Corke introduced the 'Frome Health Model'. Local GP Helen Kingston found that they were having similar problems to us and came up with this model. They started a project which tries to target prevention and improving health generally . The idea is to support patients in less traditional ways which empower them to look after



their own health and prevent social isolation. There are various community projects such as exercise and 'men in sheds'. They found they had lots of things going on in the community in Frome and decided to co-ordinate resources properly to combine health with wellness. They also try to target the whole community not just patients. They have seen an improvement in health of 15%-20%.

- There is a similar project running in Cambridge .
- In our area we too have many activities and events which go on regularly but are not always known about widely . Codford has a coffee morning every Thursday morning from 9-11am in the village hall. There is also a meeting in Harnham every Thursday morning where carers and patients suffering from dementia can meet. Steve Harris, who works for Health and Social Care, has been trying to collate information relating to our locality so we and our patients can access it.
- We are no further forward in respect of the electric door for Wilton as yet. It is hoped that it will be partly funded by the CCG and the application has gone in for this.
- Codford have requested a new ECG machine as theirs is rather out of date .It will cost about £2.5-£3 K. This has been agreed and there is some money for it in our charitable account which will go towards it. The IT software required is quite expensive .Lynn Taylor asked if we are allowed to 'crowd fund ' for equipment but we are unsure about this . Paula Brembridge will mention that we are hoping to raise money for an ECG machine in the next newsletter and magazine.
- Both the self check - in screens at Codford and Wilton seem to be working well with about 40% of 1,000k patients using them between 21-4-18 and 21-5-18.
- Shrewton's building works are now complete.



- Dr Corke said they are trying to maintain a traditional style of doctoring and general practice within the Orchard Partnership but this is difficult with the lack of GPs . In simple terms there are not enough GPs coming through , being trained in addition to GPs leaving the NHS. This creates more pressure on the GPs left and some surgeries like St Anns in Salisbury have collapsed as there was only 1 GP left. Paula Brembridge said she felt people expect too much of GPs and are resistant to change . Dr Corke said that the 8am - 8pm hours expected of them could be the nail in the coffin for some practices as there simply are not enough people to provide this. As a consequence it is necessary to look for other ways of working such as the Frome model.
- Sue Haddock brought up the problems with the Lloyds pharmacy in Wilton. She felt the staffing was inadequate and that the service was getting worse. The Lloyds in Salisbury has now closed and Boots is overwhelmed . The patients are getting cross because their medication is not ready for collection when expected. She felt they needed to know it will take longer and that the hold up is not the surgery end. We are sending the prescriptions down to be made up but they are sitting in their in box.
It was queried whether we could increase the dispensing here in Wilton at the surgery but we are unable to do this due to regulations. Currently patients have to live 1.6 km away from a pharmacy to be eligible for us to dispense. We are trying to extend our dispensing but it has to go through panels of committees. It is very political and Lloyds will object as they will see us as competition . We may need to get patient support to get this through .
It was commented that it is a Health and Safety issue and there are concerns about patient safety when the wait for medication increases. This increase in wait for medication is the same for Boots and Lloyds. Dr Corke said she will write to Lloyds re patient concerns .
Generally GP dispensing is not supported by the Government. It is a complex issue and we have to have a licence to dispense which we have but would need to change to allow this.



- Pauline Rose and Lynn Taylor commented that the main door into the Fovant surgery seemed to be closed in the early mornings. Previously it had been open so they could get into the foyer . They felt it needed to be open so that patients could shelter from any bad weather. Dr Corke said she would look into this.
- The feedback from the above was that the porch is normally open from 7.45am but officially 8 am . They will attempt to open at this time for people to be in out of the rain etc. the practice is open at 8.30am to 5pm as per practice leaflet. The phone line opens 8 am.
- There was a query about patients being able to view their records on-line. There are different levels of access .The standard view on line allows one to request repeat medication and book appointments. If patients want to see consultations and results this has to be specifically asked for as the access has to be added. This can be done by going into the on-line record and requesting 'coded record' which is on a tab at the top.
- The company, Capita , which is responsible for the transfer of all paper notes since 2015, has been on the news recently as they are experiencing problems . We no longer use the old Lloyd George paper notes but have to keep them. We now record everything electronically.
- Salisbury is to receive £900K compensation from the Government in respect of the Russian attack.
- Lynn Taylor informed us that sadly she may be leaving the PPG as she is moving to darkest Dorset. We hope she will stay with us as long as possible and would like to thank her for her amazing support .



- Date of the next meeting Monday 10-9-18 at 12.30pm at the Old Orchard Surgery, South Street , Wilton

The Frome model of Health connectors - see links , impressive reduction in hospital admissions and general improvement in well being

<https://healthconnectionsmandip.org/> and

<https://www.theguardian.com/commentisfree/2018/feb/21/town-cure-illness-community-frome-somerset-isolation>

and

<http://www.somersetccg.nhs.uk/news/health-connections-mendip-scheme/>