

PATIENT PARTICIPATION GROUP

DR HARBIDGE AND PARTNERS

Meeting Minutes

Wednesday 18th October 2017 (5.30pm – 6.45pm)

Present: Kevin Phillips (PPG Chairman) (KP)
Steph Cartledge (Practice matron) (SC)
Pat Russell (Practice manager) (PR)
Dr. Claire Harbidge (Partner) part time
Rose Scahill (PPG secretary) (RS)
Nigel Bayley (PPG Patient Representative) (NB)
Pat Oakes (PPG Patient Representative) (PO)
Barbara Whalley (PPG Patient Representative) (BW)
Terry Foster (PPG Patient Representative) TF
Denis Booth (PPG Patient Representative) DB

Apologies: Ronald Fletcher-Jones (PPG Patient Representative) (RFJ)
Geoff Williams (PPG Patient Representative) (GW)
David Hambidge (PPG Patient Representative) (DH)
Hazel Hambidge (PPG Patient Representative) (HH)
Gillian Rhodes (PPG Patient Representative) (GR)
Norma Mandley (PPG Patient Representative) (NM)

This was the sixth meeting of the Patient Participation Group (PPG) for Dr Harbidge & Partners

Dr Harbidge attended the beginning of the meeting to give a presentation about the funding of the practice.

Dr Harbidge explained in some detail how the practice was funded by a variety of income streams.

The **basic payment** from the NHS (the global sum) is based on the number of patients registered in the practice, approximately 9400 patients, the practice is paid £85.35 per patient per annum. The payment per patient varies by area across the country.

Additional revenues:-

- The Quality and Outcomes Framework (**QOF**) is the annual reward and incentive programme detailing GP practice achievement results. It rewards practices for the provision of quality care and helps standardise improvement in the delivery of primary medical services. Points are earned by reaching targets and paid at £240 per point. These targets are technically challenging.
- The Quality, Innovation, Productivity and Prevention (**QIPP**) programme is a large-scale programme developed by the Department of Health to drive forward quality improvements in NHS care. These target improvements in the treatment of serious/chronic illnesses such as diabetes, COPD and heart conditions and are paid at £170 per point.
- The third income stream is earned from a variety of enhanced services such as treatment in the community, warfarin management, care plans, visiting housebound patients. The Practice matron was appointed to target the needs of the elderly in care homes. The practice gets payments for Flu jabs but this is being threatened by the activities of pharmacies.
- Non NHS work such as health reports provide a further income

- Some of the partners have a financial investment in the practice and contribute towards the mortgage.
- Seniority payments to GP's are being phased out.

Outgoings

Some of the costs of the business are similar to any business such as staff and pensions. Other costs are difficult to manage as they are services or inspections from 3rd party suppliers or NHS quality requirements and CQC inspections: - out of hours provision; indemnity costs; prescribing budget. Other funding such as the Personal Medical Service has been withdrawn and impacted on the budget. To maintain the service to patients additional staff have had to be recruited, for both medical and administration support.

Future developments

Dr Harbidge explained that the CCG/NHS is planning to introduce centres of excellence to relieve the pressure on GP surgeries. At the Kildgrove surgery, in addition to a new telephone system, a new display and booking in system has been ordered to improve the patients' experience. Patients can already request repeat prescriptions online and book appointments.

KP thanked Dr Harbidge for the presentation which had provided an insight into the issues faced by GP's and their staff.

The **PPG meeting** continued.

The minutes of the previous meeting were agreed as a true representation of the meeting.

KP welcomed 2 new PPG members Terry Foster and Denis Booth. (DB was also thanked for his support at the 2 flu jab days).

Matters arising from minutes of the previous meeting

KP has written to thank Julie Hammersley of North Staffs Carers for assisting with the flu jab days. It was an opportunity for Julie to identify any new carers and introduce the North Staffs Carers services. 1622 flu jabs had been given at the practice by the 17th October 2017.

The "Message in a Bottle" containers distributed by the Newcastle Lions are now available and are being distributed.

The dementia friendly initiative is ongoing at the surgery but KP to ask Sister Rachel Massey (RM) to assess if the PPG could assist in the surgery or community as other practices are doing.

NB gave a report following the September meeting of the **Newcastle North PPG Locality meeting**.

The major issue concerned the decline in membership of some of the PPG's and the difficulty in recruiting new members. Audley & Talke Pitts are working with local groups to develop their "dementia friendly" activities in the community.

The use of online facilities by patients varied a great deal and is an area that PPG's could help to promote.

David Hardy (DH), the PPG chair, has been asked to request PPG's to consider what extra measures could be taken in the community to prevent winter pressures on the NHS, particularly A & E.

PR reported that the "Mow Cop" painting could not be moved and an alternative location for the PPG noticeboard is being sought.

As a result of the change in the surgery opening hours future PPG meetings would have to start earlier and finish at 6.30pm. It was felt that this would be inconvenient to members who worked and a new venue should be found.

KP is to contact the Fire Service to investigate the use of the community rooms at Kildgrove or Sandyford for subsequent meetings.

SC distributed forms for members to use to gather community activity details for use by Doctors and staff when advising patients of local support groups.

The following are the dates previously agreed for the next 3 meetings: - Wednesday 6/12/17, Wednesday 14/2/18, and Wednesday 18/04/18

Please Note:

Next Meeting: Wednesday 7th December 2017 6.00pm – 7.30pm at Sandyford Fire Station (Community Room)

Meeting ended at 6.45pm