

**Minutes of Woodgrange Medical Practice (WPM) Patient Participation Group (PPG) meeting
held on 28th September 2011**

Present: - Premduth Rekhaye (Chair)

In Attendance:

Caroline Brown (secretary)

Dr Parmar

Jennifer Sheikh

Karen Cakmak (KC)

Maria Duncombe

Rebecca Hemmings

1. KC welcomed all those present.

It was noted that apologies had been received from Helena Faria De Sousa, Michael Duncombe, Karin Hoppe Holloway and Paul Holloway.

2. Ground Rules

KC reiterated the ground rules, as previously discussed.

3. Funding Issues

DR Parmar outlined current issues in the NHS ie requisite to save £20bn and the impact of this on the WMP ie a 16% budget reduction a significantly higher reduction in comparison to other practices who have to save 3-5%.

Dr Parmar explained that patient turnover at WMP is 50% and the highest in the borough. The budget reduction equates to £140k plus a reduction of £50k pa due to a change in calculation of Government Targets for chronic disease. There was a discussion on whether the PCT /Consortia updated their data regularly enough and how this affected the practice, Dr Parmar stated that he continued to request this.

DR P informed the group that decisions to date in regard to addressing the budget reduction included 2 staff redundancies, a reduction in the use of temporary staff, a change in opening hours (ie later opening had ceased in the summer) and doctors hours were also being looked at.

4. Opening Hours

Dr P confirmed that from 31st August WMP no longer opened until 8pm in the evenings, although the Saturday morning clinics remained and were staffed with a doctor and a nurse, as this was the most popular clinic session.

KC explained some of the current targets in relation to the current flu campaign and the challenge this poses to the practice. It was confirmed that the penalty for not achieving was financial and would result in further loss of funding

There was a question suggesting the practice stopped registering patients for a period of time, Dr Parmar explained that this too resulted in a loss of funding.

Dr Parmar concluded by confirming that the PCT did recognise WMP as a very good practice in Newham.

5. Flu clinics/Chronic disease management

Dr Parmar explained that following a recent audit of patient usage of the practice there was a group of 400 patients who visited the surgery on more than 25 occasions a year (the national average is 3-4 times a year). From this it was also found that there were 52 patients who visited the surgery 104 times a year.

This issue was recognised as having a significant financial impact on the practice.

It was noted that all these patients had chronic conditions but that they had related conditions caused by isolation eg depression, loneliness etc.

6. Brainstorming session

There was a discussion on how the PPG could assist the practice with the above issue. WMP had already planned some initiatives eg TVs in the waiting rooms with power point presentations, other suggestions included posters, messages on the practice telephone system to signpost patients.

7. Conclusion and Actions

It was agreed that a sub group of the PPG should meet to discuss how the PPG could assist with this issue. The sub group would consist of the current attendees of the PPG and would meet on Wednesday 12th October – full details of the venue would be emailed separately.

ACTION

The purpose of the sub group would be to look at the issue of frequent users. It was agreed that the GPs would send through a framework for the group to work with

ACTION

8. Date of the next meeting: Wednesday 9th November 2011 7pm at WMP

Issues to discuss and agree at next and/or future meetings include:

- Feedback from the sub group meeting
- Survey