



ERYLINK

GP Issues SUB GROUP MEETING

12th July 2010

Beverley Minster Board Room

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| 1. Apologies: | Joan Fletcher (Chair)
Geoff Pearson
Mavis Austin
Pat Simmons | To discuss content of this meeting with JF and arrange further meeting for agenda items not covered |
| Present: | Jean Turner
Pat Perkins
Ruth Marsden
Stuart Carr | |
| 2. Minutes of previous meeting: | Accepted as a true record. | |
| 3. Matters Arising: | <p>Boots visit:
Concern raised over the distribution of the quality questionnaire. Within the group there was no experience of receiving/completing a questionnaire however if it were on line/on the receipt only a certain number of people would respond. Is it only relating to retail?
Suggestion made:</p> <ul style="list-style-type: none">• the questionnaire could be completed whilst people wait for prescription.• Questionnaire could be placed in the medication bag for completion. <p>PP reported that a new pharmacy is opening in Withernsea only 50 yards from the original one, local concern raised that this will force closure of one pharmacy? There is insufficient parking available.</p> <p>Question raised whether Lloyds also owned by Boots? It was stated by Boots representatives that Lloyds are number 2 pharmacy currently. No connection could be made between the two companies.</p> <p>Coastal Issues – the response from David Pindar, Health Diversity and Information Manager Performance and Strategic Partnerships, ERYC was discussed. As this is part of OSC agenda it was agreed to pick up any further issues via that avenue.</p> | <p>SO
Request a copy of quality questionnaire
Put suggestions forward to Jonathan Whitlam re: distribution and completion of the questionnaire.
What proportion of questionnaires are received from the East Riding?</p> <p>Maintain a watching brief</p> <p>OPCMG
maintaining a watching brief</p> |

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| 4. Update on Boots | See Matters Arising | |
| 5. Pharmaceutical Needs Assessment | To be deferred until Joan is able to attend. | |
| 6. Hutton Cranswick Surgery Campaign | <p>This had been initiated by Mr John Clare, a resident of Hutton Cranswick who had identified the problems that he had accessing the surgery in Driffield and had raised this with other people in the village through an article in the local newsletter and the press.</p> <p>A survey had produced the following results: 323 in favour of a satellite surgery in the village, 1 against (plus another 150 comments 'missing').</p> <p>A letter to NHS ERY resulted in a response that currently no case for the need of a surgery in the village had been identified to them. They are willing to discuss the campaign with Mr Clare.</p> <p>Mr Clare had also contacted the local Parish Council for their views and to demonstrate the response to his article.</p> <p>No room for expansion at Driffield surgery yet a growing population in Driffield and surrounding area.</p> | <p>RM and JF to visit Driffield Surgery to look into the situation. To add to schedule of visits.</p> |
| 7. | <p>Identification of future GP practice visits:</p> <p>Driffield surgery connected to Hutton Cranswick</p> <p>A Patient User Group is in existence in Withernsea with 3 names being put forward from the Older People's Charter Group of which one will be selected. The national model of Patient Participation Groups should be followed. The model provides an active, 2 way, real time voice for patients and GP's. Periodically funding is also available.</p> <p>Field House Surgery at Bridlington had a very low rating in the GP survey (NHS ERY and ERYLINK) and therefore would be a suitable candidate for a visit.</p> | <p>RM and JF to identify potential dates and forward to Susan.</p> |
| 8. Out of Hours survey | <p>26 surveys returned to date mainly from Bridlington following the Forum. The themes were discussed: information, customer services, knowledge of services available and access, impact upon A & E.</p> <p>Raise at Quarterly Meeting with NHS ERY. Ways in which ERYLINK can help eg sending information out to</p> | <p>SO
Target specific areas for further coverage and more information</p> <p>Copy to Acute and Care in the Community Sub Groups</p> <p>Place on agenda</p> |

people on the alternative services available Out of Hours. The excessive use of ambulance services in the Withernsea area suggests that people do not have/do not know of an alternative.

for Quarterly Meeting with NHS ERY

Who does man the out of hours service?
What is the service coverage?

- Electronic information
- Area covered
- Numbers
- Qualifications

SO to seek out this information

9. AOB

Discussion regarding the impact of the proposed White Paper and the changing role of GP's into Commissioners. Under Practice Based Commissioning they have had some experience of this process but have worked closely with the PCT

Concerns raised that the new approach will lead to post code lottery.

GP practices will need to work together combining experience, budgets and administrative support.

Items for the Quarterly meeting with NHS ERY:
Concern over the removal of targets as contracts for care are enshrined in the targets. Standard Variation Contracts have just been produced with primary and secondary care providers, has this been taken up locally?

SO to place of Quarterly Meeting Agenda

A request was made for someone from the Pharmaceutical Needs Assessment Group to speak to the group.

To discuss when JF is available

A request was made for Gina Polumbo to attend a future meeting.

Details of Next Meeting:

Next meeting (part 2): Friday 23rd July 2010
10.30 to 11.30/12 noon.