



EAST RIDING OF YORKSHIRE  
Local Involvement Network  
Your Voice on Health & Social Care

## GP Issues Sub Group

19<sup>th</sup> April 2010, 10.00am

Parish Centre Board Room

### Minutes

**Present:** Joan Fletcher (Chair)  
Stuart Carr  
Jean Turner  
Pat Perkins  
Pat Simmons  
Ruth Marsden  
Mavis Austin

**Host present:** Susan Oliver

**1. Apologies:** Geoff Pearson

**2. Matters Arising:**

2. Age Concern is a Member of ERYLINK and an organisation membership list has been circulated.

3. Out of Hours Care to be raised at the next Quarterly meeting with NHS ERY

**Action:** Susan to place on next Quarterly meeting agenda

4. Pharmacy contacts chased once again. Their response is required by next week. Paul Bennett has been contacted but no confirmation of meeting date as yet.

Methadone Users query, still awaiting response.

**Action:** Susan to follow up all Pharmacy contacts including Paul Bennett  
Susan to follow up Methadone query.

5. Pat S clarified that she was reporting on Willerby and Kirkella surgery which is based in Willerby, not Anlaby.

6. NHS Number promotion placed into newsletter and onto website.

7. GP Choice

**Action:** Susan to place on next Quarterly meeting agenda

10. PALS and Complaints information – a discussion took place over Lead Group members understanding of how this information would be

disseminated. JF suggested that the first 'filter' is undertaken by the Host identifying the appropriate sub group Chair to send the report to dependent upon content/Trust etc. Second filter is undertaken by the Sub Group Chair - what is of interest to sub group members? This was agreed by those sub group Chairs present.

**Action:** Susan to action as above

### **3. Group Proforma**

Priority 1: GP Surgery visits  
Arranged for 28<sup>th</sup> April 2010 – Holme on Spalding Moor  
11<sup>th</sup> May 2010 – Pocklington

Joan and Ruth taking the lead on this. Prioritising those surgeries that fall within the 'good' and 'poor' categories.

Priority 2: Pharmacy issues  
To pursue Boots as identified above.  
Lead – Joan and Jean T  
As soon as possible

Priority 3: improved Out of Hours Service (OOH)  
Lead – Joan  
As soon as possible

**Action:** Susan to update proforma

Priority 3, step 2: Collate information regarding the OOH service from Community Groups.

**Action:** Susan to ensure a request for feedback is placed into the newsletter.  
Susan to send a request for feedback direct to organisational members.

### **4. Neighbourhood Care Teams**

Joan provided feedback from Market Weighton Older Peoples Charter Monitoring Group (OPCMG): Local Matron reported that they were undertaking a similar system to that of the pilot Neighbourhood Care Teams using local resources without the funding.

Concern raised that there was no easy access/drop in centre for people in the West Wolds area.

Anlaby surgery closure was also highlighted as an issue, losing access to GP, podiatry and clinics. The closure will affect older people particularly those with no transport.

Pat P raised the question how far do people have to travel to access an OOH GP?

**Action:** Susan to locate the OOH map used at the OOH meeting.

Stuart raised the suggestion that mobile clinics could be available in the same way as libraries.

Discussion took place regarding the clinics that are currently provided from mobile facilities eg mammograms, the location of these and the need to access utilities and IT equipment.

## **5. Visitors from out of the area**

Joan highlighted some of the statistics from the report received for 2008-2009. Discussion took place regarding the impact of visitors on the local health resources.

Most visitors spend 10/11 months in the area often not registering with a local GP. GP surgeries feel it is time consuming to check up on the 'visitor' and whether they need to be registered. Visitors will often register for 3 months and then re-register possibly with a different GP/surgery.

OPCMG undertook some local research regarding this issue. East Riding of Yorkshire Council (ERYC) also undertook research in this area. Wolds View Surgery has a drop in centre and after so many visits you are identified as a frequent visitor.

**Action:** Susan to locate and print electronic version of report from NHS ERY.  
Susan identify what action followed the ERYC research

## **6. Arrangements for GP Visits**

See earlier minutes under matters arising.

## **7. Pharmacy Issues – Boots**

John Whitelam Area Manager for Boots visited Market Weighton OPCMG. His area stretches from Bridlington to Goole.

Issue raised re: repeat prescriptions should take 72 hours turnaround time. Surgery taking 48 hours, Boots taking 24 hours.

Discussion took place regarding the various ways to obtain repeat prescriptions, e mailing systems appearing to be the most efficient. However there can then be a delay as the pharmacy will not have the medication available. If this is a repeat prescription, why hasn't it been ordered?

John Whitelam had been questioned regarding the need for the Pharmacist to be present when a prescription is dispensed, how does this work with a driver delivering? The Pharmacist is present when the medication is passed to the delivery driver, why then is it not acceptable for an employee within the

pharmacy to hand over the medication without the pharmacist present in the same way as the driver?

Boots have expanded their supplier base Alliance and now Maltbys of Lincolnshire which should provide a quicker turn around time to locate medication.

They are looking to form a Customer Forum made up of 30 to 35 people

John was to return to the Market Weighton OPCMG in 2 months to provide responses to the issues raised. He was extremely amenable.

Joan reported that at the Pharmaceutical Needs Assessment meeting the issue of Boots taking over independent units was raised. It was stated that as they are a commercial business they cannot be stopped (is this not considered to be a monopoly?). However pharmacies are commissioned therefore ERY NHS can look at it from a local needs basis.

Discussion took place regarding the various ways in which Pharmacists would be able to overcome the 'closed for lunch' problem.

The 100 hour contracts are being reviewed.

## **8. Pharmacy Application**

Joan had received an application to develop a pharmacy in Main Street, Elloughton. Comments on the application:

- Nearest pharmacy is in Brough
- Increasing population in the area
- Increased elderly population and predicted rise in dementia
- Far enough away from existing pharmacy
- Offering the usual services plus a Monitored dosage system (Dosette boxes) currently they have to go to Hessle for distribution.

It was agreed to support the application.

**Action:** Letter to be sent in support of the application

## **10. Bridlington/Driffield Locality Forum**

Highlighted in Ray Evans report on the above was the use of the GP access centre. Currently there are 350 residents registered. A person's reason for visiting is held electronically. It is stated that the service needs 1500 to 2000 to register to see if the service is cost effective. GP's appear to be leaving.

**Action:** Susan to identify what data is available from NHS ERY to support/refute this.

## **11. AOB**

- 11.1 Mavis had identified that at Pocklington Surgery over 200 appointments had been missed last month. It is thought that this is mainly due to people not cancelling if their health improves. Mavis suggested that people should be fined. Even 'same day' appointments do not attend at times.  
Texting to remind people of appointments is new and appears to be having some success.  
Pat S reported that at her surgery a '3 non attendance and you are taken off the list', has been imposed.
- 11.2 Ruth reported that a Patient Participation Meeting had been set up at Cottingham Surgery the first meeting is later this month
- 11.3 Jean T explained her involvement in the National Peer Review for Cancer covering Lung, Head and Neck.
- 11.4 Overview and Scrutiny workplan for 2010/11 – Joan had looked at the workplan in relation to GP Issues and identified that there was no intention to draw upon Gina Palumbo (Lead GP with NHS ERY).

**Action:** Susan to raise this with Overview and Scrutiny support.

**Next meeting:** 24<sup>th</sup> May 2010, 10am

**Venue:** Parish Centre Board Room, Beverley Minster