

GP Issues Sub-group
9th February 2010
Beverley Minster Parish Rooms

Attended by: Joan Fletcher (Chair)
Stuart Carr
Ruth Marsden
Geoff Pearson
Pat Perkins
Cea Vulliamy (note taker)

Apologies: Mavis Austin
Jean Turner

1. Minutes and Matters Arising:

Last minutes need date added.

- 0845 numbers – Ruth had sent out formal direction for GP practices to stop the use of 0845 numbers. Pat reported a piece in the Daily Mail reporting that increasing numbers of GPs are signing up to these numbers.

Action: Ruth to draft a letter to Mick Hall to draw his attention to this

- Market Wieghton, Pocklington surgery visits – Market Wieghton visit is booked. Pocklington visit has not been due to availability problems. Due to the time lapsed, Joan and Ruth asked whether Mavis might accept them making the Pocklington visit together.

Action: Cea to ask Mavis and book this appointment and a further visit to Holme-on-Spalding-Moor surgery.

2. Out of Hours Urgent Care Meeting

Ruth reported that the meeting was a forum/consultation type event. Good mix of people with decent interaction. There was agreement that feedback from such consultations should be circular, with the PCT notifying participants of outcomes and results. However, no documentation that was promised has been received yet. A number of issues were raised, including the vast areas covered by out of hours GPs, impact on YAS etc. Information has been promised but not yet been received. Ruth noted that the suggestion of tokenism is not helped by delays in receiving documentation.

There was some discussion about experience of Out of Hours services in various parts of the county.

Action: Cea to ask Deon Falcon if documentation could be hurried along.

3. Pharmaceutical Needs Assessment Meeting

Joan has left notes of this meeting with Susan, which should be circulated to the group. The meeting agreed terms of reference, discussed deadlines for implementation. Currently focussing on trying to find a way of breaking down the Localities as the Localities are too big but the Wards too small. There was discussion about pharmacists also working as managers, and

query about how many businesses a single person might be expected to manage, particularly in small, rural areas. Joan noted that she was awaiting a promised précis of information on holiday makers, temporary residents and Travellers in the area.

Action: Cea to ask Deon about the above-mentioned précis.

Action: Ruth to share Regulations for Pharmacy Owners, Managers and Supervisors with the group

4. Partnership with OPCMG

Geoff mentioned the overlap between our work making working together sensible. It was noted that with Pat Perkins having now joined the group and Joan attending the Market Wiegton OPCMG, the GP Issues sub-group now has a clear connection with the OPCMG, which ought to facilitate working together. Pat explained a little about the work and structure of the OPCMGs and their local community focus, and shared with the group that the OPCMGs had found Jackie Matthews of the ERY NHS very useful on prescribing and pharmacy issues.

The group noted a commitment to working together with the OPCMGs and sharing information

5. Abolition of Practice Boundaries

Ruth has produced notes from a report by the British Medical Association on the implications of the proposed abolition of practice boundaries. It was noted that this report has been widely distributed.

Action: Ruth to send her notes to Cea for distribution

6. Methadone Users

Pat noted her feeling that this could be an issue for the ERYLINK to really get its teeth into. She explained that people should be given a methadone prescription in a private room, separate from the main pharmacy. In Withernsea, there are 2 pharmacies (both Boots), but methadone is only distributed from the smaller of the 2. This pharmacy can be very overcrowded and sometimes, some methadone users can be quite frightening and/or threatening. Pat explained that the Withernsea OPCMG have taken this up with Jackie Matthews and were given assurances that a side room would be created at the smaller pharmacy but this has not yet happened. There was discussion around the issues of privacy and safety for all – staff, customers and methadone users.

Action: Cea to email Jackie Matthews and ask where things are with this situation, and why the small consulting rooms at the larger chemist are not being used for this purpose.

7. Comparison between NHS Survey and ERYLINK survey

Cea has produced a brief report as requested, which was discussed within the group. Issues raised included the number of practices with patient participation groups (very few and some with groups hand-picked by the

practice), different appointment systems, waiting times, receptionists as gate-keepers. It was agreed that members should go away and digest the report and the issue will be on the agenda for the next meeting to make decisions about what action to take next.

8. Boots/pharmacy issues

Cea updated the group that there had not yet been a response from 'Mr Boots'.

Action: Cea to re-send email to original recipient, plus copy it to his colleague (Ruth has sent the contact details), and to Iona Blake, Team Manager, Customer Care, and to cc Jackie Matthews and asked for her comments.

Joan shared a letter from Boots to the Market Wiegton OPCMG on pharmacy issues raised by them.

Cea shared Deon Falcon's response to the issues raised and with the PALS and complains information.

Action: Cea to forward Deon's response to the group

Action: Cea to invite Jackie Matthews to attend a future meeting of the group

Next Meeting: Provisionally booked for Monday 29th March 2010
10am
Beverley Minster Parish Board Room