



# Eastham Group Practice

## PATIENTS FORUM

**Meeting Notes**  
**Wednesday 3<sup>rd</sup> August 2011**

**1) Present**

AF,EH,MA,MT + GD PC

**2) Apologies for Absence**

BW,KB,KD,LW,PE,RK,TF

**3) Minutes of meeting held on 6<sup>th</sup> July 2011**

Not Reviewed

**4) Treasurer's Report**

Balance of account remains the same

**5) Update on "Helplink" (Michael Ashton)**

MA feedback that he was now in "the system" awaiting the needed interview and document checks. He will feedback to the group as this progresses

**6) Discussion of meeting notes from meeting**

Not Reviewed

**7) Opening hours and web site update**

GD confirmed from 5<sup>th</sup> September that phone lines will open for appointment bookings at 8am and that doors will continue to open 30 mins later at 8.30am. The PPG believe the speedy survey 6 months after this change has been introduced should provide the needed measure of how patients have responded to this change.

The website has now been revised and feedback so far is good.

## 8) AOB

### **Savings Investment Proposition**

PC and GD talked the group through the previously circulated discussion document, which was looking for PPG support for investing consortium saving in the following kit;

**Slit Lamp** - for Ophthalmology

**Dermatoscope** -for Dermatology

**Hearing Booth** - for Audiology

This is a non-reoccurring investment opportunity, so it was agreed that funding kit was the only option that delivered sustainable benefit.

PC explained that the underpinning logic was to enable the Practice's 3 GPs, with special interests in these areas, to deal with a greater number of patients in-house. Therefore improving the patient's experience and taking into account the cost of hospital referrals providing a more cost effective solution for our local health economy.

This was then discussed and the merits identified included enabling patients to have a more certain outcome sooner so minimising patient anxiety, which was accessed as priceless. At a practical level delivering the service nearer the patient and removing the need to travel to WUTH and its associated costs would also be of great value to patients.

The group's only concern was that the Practice needed keep an eye on any potential impact, which these 3 GPs being more focussed on this activity, could have on the practice's overall appointment capacity and patients ability to access these three GP's, in particular, with ailments outside their special interests.

Whilst it was accepted that buying this kit would be a benefit to patients how the service would be delivered would best develop overtime. There was a belief that dedicated clinics could be preferable to such appointments just being integrated into the regular surgeries of these GPs.

In conclusion and taking into account the need for the Practice to monitor any potential impact on patient access the PPG summarised their support as follows. "The PPG believes this is 100% a good idea and gives the proposal their whole hearted support"

GD thanked the group for their input and said that this would now be a key element of the business cases that now needed to be developed and submitted to the consortium, for the Practice then, if successful, to then access the funds to buy the kit

**a) Next speedy survey**

Suggested should be in September

**10) Date of next Meeting - Wednesday 7<sup>th</sup>  
September 6pm (Link have been invited)**