

Minutes of the Grove Medical Practice Patient Participation Group Meeting Wednesday 8th March 2018

Members present: FL and SW.

Staff present: Dr Dev Shah and Ian Hutchinson.

Item 1. Following the welcoming of those present all participants introduced themselves.

Item 2. Minutes of the previous meeting: Ian provided an update on the previous minutes covering the following issues:

- Patient Access.
- New models of primary care.
- New telephone system.

Item 3. Extended hours access: Ian explained the options for patients to see a clinician 7 days a week at any of the four Hub GP surgeries in Trafford: St John's Medical Centre (Altrincham), North Trafford Group Practice (Stretford), Flixton Road Medical Centre (Urmston) and Firsway Health Centre (Sale). Routine appointments with doctors and nursing staff are available, Mon – Fri 1830hrs – 2000hrs and Sat or Sun 0900hrs – 1300hrs, to our patients as part of an enhanced service. Appointments can be booked over the phone with our reception.

It has been identified that our patients are not utilising these circa extra 25000 pa; taking up less than 25 in the past year

Item 4. Phlebotomy Services in Trafford: It was acknowledged that the current phlebotomy service does not meet the needs or expectations of patients; even after Grove Medical Practice providing limited unfunded phlebotomy appointments with our nursing staff.

Ian explained that the Practice is not commissioned by Trafford Clinical Commissioning Group (CCG) to provide a phlebotomy service (taking blood for testing). The CCG pay Pennine Care NHS Foundation Trust and Manchester University NHS Foundation Trust (MFT) to provide this service and although they changed from a drop-in service to an appointment system last year, offering daily clinics throughout Trafford, the current waiting list is 21 days.

Ian has lobbied CCG management throughout the past two years and is 'hopeful' that GP practices will be invited to provide a commissioned service within the current year. If patients wish to raise concerns with the CCG then they can do so by phoning 01618739500, emailing customercare.trafford@nhs.net or writing to Trafford CCG, 1st Floor, Trafford Town Hall, Talbot Road, Stretford, M32 0TH.

Item 5. Primary Care Mental Health Service: Dr Shah provided a brief summary of the [Trafford Primary Care Health and Wellbeing Service](#) which is currently being trialled in north Trafford but planned to be rolled out through the locality this summer.

Item 6. Locally Enhanced services: The Practice continues to provide additional services to its patients including 24 Hour Blood Pressure monitoring and in-house spirometry; the Practice runs these services at a loss to prevent, where possible, patients attended appointments at local hospitals who are adequately remunerated.

Item 7. Practice Website: The Practice's website is its primary medium for communicating with patients. FL and SW have volunteered to review its content and format providing feedback to Ian.

Item 8. Primary Care Network (PCN). As directed by the new BMA contract for GPs the Practice has aligned itself with the Village Surgery, the Westwood's, Shay Lane (Patel), Ridding's, Barrington Rd and the Family Surgery. This forms a local network of circa 33,000 patients; The Practice will review the opportunities aligned with the network model including funding for additional staff later this year.

Item 9. Prescribing. The Practice was directed by the CCG to cease prescribing gluten free products and other low cost medication last year as part of a national drive to better target the prescribing budget. All patients affected were written to with an explanation of the decision process.