

PPG meeting 6th May 2014

In attendance: Pat Lunn (Chair), Shaun Snow, David Walker, Jill Roberts, Judith Clay, Ann Mack, Dan Zamoyski, John & Wendy Riley, Bill Kirkland, David & Helen Clark

Plus surgery staff: Drs Peter Williams, Pauline Love & Izzy Clayson, Practice Nurses Catherine Wallwork & Yvette Hutchinson, Nick Derbyshire & Jill Smith (Assistant Practice Manager)

Apologies: Sue Bull, Sandra Watkiss, Heather Swindell & Philippa Lloyd

At the last meeting the Group had suggested that staff members (and in particular the Partners) attend to acknowledge the 10th Anniversary of the PPG.

Dr Peter Williams spoke to the Group on behalf of the Surgery acknowledging this fact and also to set the scene for the current state of General Practice and what is potentially a bleak future given all that is happening.

Against the background of ever increasing demands (+40% over the last few years) for GP appointments without any additional resource since 2004 he spoke about a typical day in the life of one of our GPs, citing today:

- 7.30 start going through emails and various paperwork
- Multi-disciplinary team meeting (held weekly) to discuss all hospital admissions and discharges, deaths, difficult cases, child and adult safeguarding issues
- Morning and afternoon surgeries, hospital ward rounds, home visits, nursing home visits, paperwork and referrals emanating from any of these, telephone surgeries, signing of up to 60 repeat prescriptions per day (all of which need reference to a patients records) answering between 50 and 100 emails and patient queries each day.
- Working at this intensity could become unsafe at some point and is therefore unsustainable

He went onto talk about Primary Care having less than 8% of the NHS budget whilst carrying out 90% of the consultations.

Whilst General Practice has the ability to take on additional services - which we have done to ensure our Patients get the best possible care near to home - this is all at a cost and any additional income is taken up with the costs of providing those services.

He spoke of a demoralised GP workforce and of Surgeries starting to fold in some locations due to unrealistic demand and lack of funding plus services now starting to go out to tender to private companies.

Newly qualified GPs - the future of the NHS in so many ways - are not willing to buy into partnerships due to the financial position and this in itself is beginning to destabilise General Practice.

Dr Williams spoke of the role of PPGs being far broader than that of complaining about the lack of car parking or how many times the phone rings but that of proactively and vociferously supporting local Practices and services including the future of Newholme Hospital, which will undoubtedly be at risk of closing or being sold in the near future.

Members asked numerous questions one of which was 'how can we support you?' Subsequent to the meeting the BMA have commenced a campaign 'Your GP cares' which is very relevant and re-emphasises much of what was discussed;

Your GP Cares. The General Practitioners Committee (the GPC) is acutely aware of the intolerable pressures that GPs are working under. Demand for GP services has simply outstripped capacity and a lack of investment by government has resulted in GPs struggling with unmanageable workloads whilst still striving to offer first rate care. This has in turn led to stress, low morale, and an emerging crisis in recruitment and retention.

In response to this we have developed a campaign **Your GP cares** which will put these issues and concerns into the spotlight. It will raise awareness amongst the public, patients, government and policymakers about the realities, pressures and constraints that are preventing GPs from providing the care they would like for their patients.

We will push hard for solutions to the pressures of increased demand caused by demographic change with older patients and those with more complex health needs, and of the increasing volumes of care moving out of hospitals into the community.

We will campaign for more GPs, working as part of properly resourced expanded practice teams, in buildings that are fit for purpose, to support the delivery of services that patients need and deserve. **Your GP cares** is calling for the long term, sustainable investment required to safeguard the high quality and cost-effective service UK general practice provides for our patients.

This campaign will be a prolonged programme of activity that will lead right through to the next UK general election. Both you and your patients can join the campaign **now** on our [website](#), and which will also provide you with more information.

Later this month, we will be launching additional materials you will be able to use in your practice to raise awareness of the campaign and help you explain these issues to patients. I will be in touch with more details on this in due course.

The success of this campaign depends upon your active participation and I very much look

forward to your involvement in our collective determination to achieve the long term sustainable investment and development that general practice sorely needs.

Best wishes

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Chair of General Practice Committee, BMA

As soon as we have further details as per Dr Naipaul's letter above we will circulate to all PPG members and on our website but this is very much an opportunity for the PPG to start to proactively support not just Bakewell Medical Centre but General Practice as a whole.

Dr Love spoke about the revised appointment system and appointment demand which has become unsustainable. The Doctors now operate a triage system where they decide - by talking to the patients who require an appointment - who is the most appropriate person to see the patient. She reiterated that the GPs work as a team and that if - for example - she was unavailable to see a patient she would wish that patient to see one of her colleagues.

The Group continued to ask a variety of questions and praised and thanked the surgery team for the high quality of service and care they receive.

Pat Lunn concluded the meeting by thanking the Partners and their team for attending and confirming that all members wished to continue to work closely with the Practice to ensure that the town continued to have a local Practice and that services of the quality received at present will continue for many years to come.

Next meeting to be held on Tuesday 1st July at 6.30. Derbyshire Health United, the out of hours provider will be attending.