

Station Drive Surgery

www.stationdrivesurgery.co.uk

Dr G P Cook
Dr J P Harris
Dr C M Morton
Dr D Mitchell

Station Drive
Ludlow
Shropshire
SY8 2AB
Tel 01584 872461
Fax 01584 877972

Patient Group – Station Drive Surgery

Minutes of meeting held – 2 March 2017 at Station Drive Surgery

In attendance: Janice Forsyth, Anne Hughes, Betty Meredith, Gill George, Roy Payne, Barbara Stephens, Elizabeth Wright, Janet Finney, David Finney, Chris Jeffrey, Jillian Swift, Barbara Harris, Ruth Turner,

Apologies: Sue Phipers

Announcements: DR Partridge's retirement was noted and the patient group passed on special thanks to him for all his care as a GP and work he had done in supporting the group over the years

Minutes of previous meeting: - dated 6/10/2016 – received and updated.

Actions from previous meeting:

1. Patient Group training offer – the patient group had previously offered to provide IT training to any patients who wished to sign up for access to their notes. Pete is still progressing this and will report back at the next meeting
2. Counselling service – concerns had been raised about local access to counselling in Ludlow and whether there was a risk of

the current service (TRACS) closing. Assurance had been sought from the CCG and the service remains open for the next 12 months. In addition the surgery has started using the alternative counselling service IAPT to refer patients to also. The partners had raised concerns with the CCG about the need for mental health support and counselling in Ludlow due to the level of demand experienced at the surgery and limiting factors such as travel time and travel costs if the services were only located in the Shrewsbury area.

The surgery was therefore one of 2 practices across Shropshire/ Telford and Wrekin piloting a direct access psychology service which allows patients to self refer to a clinical psychologist. Dr Laura Fisk had joined the surgery team with surgeries being run on Tuesdays and Wednesdays.

3. The group discussed how best to expand and strengthen the patient group membership. In particular discussions focussed on getting younger patients involved. Cleobury Mortimer had successfully launched a surgery Facebook page for patient membership – it was agreed that station drive should consider similar, Caron would explore how this works and start the process of setting it up.

Surgery Issues:

General update was received on the surgery to include discussions about the following areas:

Staff – the surgery continues to function at full clinical cover for its population size with 3 fulltime partners, 1 fulltime associate GP, 4 senior practice nurses, 2 health care assistants and a full reception and management team(including medical secretaries).

Patient access – the surgery continues to offer 8-8 surgeries Monday to Friday and alternate Saturday s 2 surgeries running 8-12 midday. Duty doctor appointments are available every day with direct access in urgent cases for all patients. Health checks, Help to Quit, phlebotomy, dressing and specialist nurse clinics continue to be offered during day and in some cases in the evenings also now.

New services – in addition to the clinic psychologist the surgery now has a visiting consultant in palliative care alternate months and echocardiogram clinics. Both these services are offering care and access to patients across the south west locality. Dr Alice O'Connor (consultant in palliative care from the Severn hospice) will be offering her clinic appointments from the surgery and also doing home visits where needed. The partners feel strongly that offering this wider range of services from the surgery is part of a plan to not only keep services in Ludlow but also ensure they are sustainable by linking them directly to a GP practice.

Parking – the partners have been exploring renting or purchasing parking facilities for staff to enable better access for patients to the car park. The current position is not sustainable as patient parking is very limited and due to the geography of Ludlow staff require their own transport to get to work. Current quotes for parking from the council have been financially prohibitive. Caron will continue to explore options locally but has asked for support from the patient group in this endeavour.

Speed of traffic in front of surgery – the partners have raised concerns about the speed of the traffic towards the traffic lights on Gravel Hill. This area is high risk with many older patients and young children crossing the road or getting into

vehicles. Caron will progress talks about the potential of a 20 mile zone being considered.

Community Hospital – the partners raised concerns about longevity of the building and longer term plans about services in Ludlow. Concerns had also been raised about lack of clear plans for how service with practically be delivered under the community based projects and whether using members of the public in low level clinical roles is both appropriate or safe was discussed. Detailed discussions were had about potential options for Ludlow and the role of the patients group (not for direct minuting here).

Investment in the surgery – plans to upgrade the nurses rooms with new sink units where underway. Painting of the surgery was now complete except for consulting rooms. Outside garden space continued to be improved and the planters were due to arrive in April.

NHS Shropshire Update

Pete updated on the following areas:

FutureFit – discussion was had about whether this was a project any longer and whether any of the work be taken forward.

Neighbourhood project – this discussion linked back to the community provision discussion had earlier under the surgery update. Further detail about this service would operate using volunteers and how they would receive support and training was still being awaited.

Maternity unit – update from Pete is that the unit remains open, is housed above Dinham ward and continues to operate. Concerns were discussed about how long the unit could continue functioning and what steps the patient groups wish to see taken if it were under threat again.

Patient record's – update on the progress towards a single patient record across the services was discussed including timescales and any risks to confidentiality.

Sustainability of services – general discussion was had around the services needed in Ludlow and how to support these in the future. Discussions to continue on this.

Future meeting dates:

Agreement to hold future meetings bimonthly:

May, July, September, November

Next meeting date Thursday 25 May at 7 pm