

# MEDICI PPG MEETING

2 November 2016

## Present

GA © GN

JE VN

DH JO

EJ Dr AS

## Apologies

...received from AS. GD has moved away from the Luton area and thus resigned from the PPG.

## Notes of previous meeting

The last meeting on thursday 8 september at 6.30pm was sparsely attended so no formal notes were taken.

Salient points:-

- i. The 20 july notes were incorrect in stating 'Medici accepts patients from all Luton postcodes' (ie LU1-LU7). Patients are accepted from the Luton geographical area only, (ie LU1-LU5), as the Patient Information Screen shows.
- ii. Luton CCG has formally announced the closure of 4 GP Practices, including Whipperley on 31 January 2017. All patients registered there have been advised of their option to transfer to another local Practice; details of 4 were given, but did not include Medici. Nevertheless, undaunted, hundreds have applied to join (see **Patient Registration**, below).
- iii. Bedfordshire, Luton and Milton Keynes (BLMK) health and care communities have joined to formulate a Sustainability and Transformation Plan (STP), part of a national drive to afford healthcare and affordability across the NHS. The Plan is scheduled for publication next spring.

iv. All age 65+ patients will be reminded that free flu jabs are now available at the surgery.

### **Blood and Transfusion Service (NHBST) – Pilot Scheme**

GA introduced Catrin Jones, A Bedfordshire University student who, as her PHD project, is investigating ways of increasing membership of the England transplant organ register. The University is funding this pilot study which is confined to this Practice only.

Unlike Wales with its successful deemed consent/opt-out scheme, England has an opt-in scheme. The take-up is relatively low, for many reasons which could include cultural issues and a general unawareness of how to join the scheme, or even of its very existence. The national shortage of transplant organs is also exacerbated by people living longer.

Catrin will be looking at ways to raise awareness and encourage membership from within the Patient Register. Hers will be a collaborative approach and project should prove a success it could well be introduced elsewhere.

### **Website**

The updated Medici website is now operational. JE confirmed that repeat prescriptions cannot be ordered by phone; hopefully, this might encourage more use of the website's prescription facility. Prescriptions requests have a 48 hour turnaround target.

### **Patient Register**

Registered patients totalled 12, 875 at the turn of the year; the total is now 13,633 and will continue to rise until Whipperley's closure at the end of January. Each single registration takes about 30 minutes to process and the Practice has now been obliged to restrict these to Saturday mornings only. The alternative 12-2pm weekday arrangement has been withdrawn to enable staff to process essential paperwork, prescriptions etc, in this period.

### **Appointments**

Appointment demand and telephone traffic remain consistently high every weekday, with Mondays, not surprisingly, being the peak. There are an average 200 triage callbacks per day and the waiting time for a routine appointment has now widened to 4 weeks.

**Next meeting**

The next meeting is Wednesday 22 February, 12.30 for 1pm