



Queen Square Medical Practice:

Patient Representation Group Meeting 12 February 2019

Present (QSq): Dr J Marriott (Partner) (**JDM**) Joan Hanson (Practice Manager) (**JMH**), Jonathan Whitford-Bartle (Practice Director) (**JWB**)

Patients: 20 patients attended. Thank you for attending.

Patient Survey 2018-19

JWB presented a summary of the results of the survey. The full results had already been published on the website, and copies made available in the waiting rooms at Queen Square and Caton Health Centre.

- **Overall Satisfaction with the Practice**

99% indicated an overall satisfaction with the practice of Excellent to Fair, with 68% rating us Excellent

The results indicate high levels of overall satisfaction with the practice but also with the appointments system, telephone access and opening hours.

- **Practice Size & Mergers**

89% of you said we should try and remain independent but work closely with other practices.

New GP Contract and how it may shape the future of Queen Square – Dr Marriott

There is strong emphasis on the development of Primary Care Networks in the new GP Contract :-

- Geographical groupings of practices
- Covering 30-50,000 patients
- Groups will be allowed to employ new members of the workforce, "Social Prescribers", Clinical Pharmacists, "First Contact" Physiotherapists
- Responsibility for providing Extended Hours Access will be transferred from CCG's to PCN's

Why are these needed:-

- There is clearly an intention that these groups will be able somehow to support practices in providing care for the patients with more complex problems that we have now caring for them out of hospital more effectively
- Tie in with 111 - make appointments bookable directly by them
- Enable better locality based preventative care

Information Technology

There is clearly a push to get practices to make more use of new technologies, including computer based symptom assessment prior to direct practice contact

Update on Partnership Changes

- Dr Wetherell will be retiring from Queen Square in April 2019.
- Dr Whitaker has been offered and accepted a Partnership within the Practice.

Personnel Changes

Sister Sharon Salisbury joined us as a Nurse Practitioner to work alongside Chris Hudson, who has reduced her hours at the surgery.
Jan Bellis, Health Care Assistant, left us after 20+ years working at Queen Square and Caton.
Dawn Spurr joined us to replace Jan.
We have employed a 2nd Pharmacist, Andrew Michie.
We also have a First Contact Physiotherapist, Rob Barker.

Extended Access Service

This service was established for Queen Square in February 2018 to give our patients' access to a GP and clinical staff outside of our normal working hours. This includes evenings until 8.00 pm and weekends.

Appointments are available at both the Lancaster Hub within Rose Bank Surgery and the Morecambe Hub at the Queen Victoria Centre, and are bookable through the surgery and also via the Out of Hours Service.

The service offers appointments with a GP, Nurse or Health Care Assistant. A new service has just been introduced for ear syringing, but this does not include ear checks (normal criteria applies for this, i.e., 10 days putting drops in)

Our appointments are allocated in proportion to our list size

Update on telephone system

We did discuss this at the last meeting and, although things have progressed slightly, we still do not have the new system in place. We don't have a date for this yet as we are waiting for all the problems to be ironed out before moving over.

Once we have this new system, there will be one central number to ring. This number will more than likely be the Queen Square Number (01524 843333). We are unsure if we will be able to keep our Caton number, but this will be automatically re-directed to Queen Square.

We do feel that this will be a positive move, as it will free up the receptionist at Caton from answering the telephone and will enable them to deal with the face to face patients without interruptions.

Premises – Queen Square

JWB advised everyone that we have purchased part of the building next door, with a view to creating more office space, as the current admin space at Queen Square is very cramped.

Wellbeing Service

Please see below the request to write in support of the Lancashire Wellbeing Service that is under threat of closure from Dec 2019.

The Wellbeing Service has been of immense support to people in our community over the past 3 years, particularly those having to wait up to 6 months to access statutory services. Loss of the service would, we believe, be catastrophic and those experiencing isolation and poor mental health that can't wait or don't fit strict criteria, will have nowhere to turn other than their GP surgery and/or A&E.



Lancashire Wellbeing
working with Primary

Date of next meeting: Summer 2019

CLOSE : JWB, JDM and JMH stayed behind at the end to answer individual queries.