



**BIRCHWOOD SUPPORT GROUP**

Birchwood Medical Practice  
 The Health Centre, Kings Road  
 Horley.  
 RH6 7DG

**MINUTES OF THE MEETING HELD ON 10.2.2014**

Present: Christine Earwaker (Practice Manager)  
 Sue Adcock (Operations Manager)

Patient Representatives: Liz James  
 Rita Cusack, Richard Willcox, Mike Walshaw, Hionoula Batchelor,  
 Elizabeth Andrews, Mrs. Raman, Denise Stronnell,  
 Joan Robinson, Steve Harnett, Robin Grant, Roy Barrett  
 David Beattie, Teller, TW, Yvonne Beck, Stella Price

| <b>WELCOME AND APOLOGIES</b>    | Dr. Vijaykumar, Jack Costello, Gerald and Wanda Hu, Sara Mellows, Jenny Beattie, MW   | <b>ACTION</b> |
|---------------------------------|---|---------------|
| <b>APPROVAL OF LAST MINUTES</b> | Approved. Stella apologised for wrong date of the minutes. Correction 2.12.2013   |               |
| <b>MATTERS ARISING</b>          | <p>Richard Willcox had a query regarding patient list size.</p> <p>Following the patient survey there were comments around the unavailability of appointments.</p> <p>Richard had investigated and found that the average GP list size was 1500 per doctor and wondered if it may have an impact on future results of patient surveys if the practice got too big.</p> <p>At Birchwood we have 4 Partners and 6 Associate (albeit not all full time) doctors at Birchwood (current total list size 14,560). Richard wanted to know if a practice could shut the patient list if they felt it was necessary as he was concerned that if the practice got too big the patient satisfaction may suffer (currently 93%)</p> <p>Christine explained that it was difficult to close the practice list. If the list size went above 2500 patients per doctor the local area team may step in with some assistance (we are nowhere this total)</p> <p>It is very difficult to shut a list as since the then New Contract of 2004 where practices are forbidden from shutting their lists except in exceptional circumstances. As a result the Local</p> |               |

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|                                   | <p>Area Team of NHS England would prevent us from delivering Enhanced Services such as phlebotomy and Minor surgery and warfarin monitoring, and revert back to delivering “core services” only, before being able to shut our practice list.</p> <p>This would be last resort for the practice as this would definitely have an impact on patient care and be reflected in lower patient satisfaction.</p> <p>Christine mentioned to the Group that our list size was likely to continue to increase because of new housing in Horley. We had been offered the opportunity of moving surgery to west of Horley, as there is to be considerable new building in that area but we declined as we wanted to maintain our town centre location.</p> <p>Tracy suggested that just looking at patient numbers is not always the full picture as 1000 young fit patients presents a lower workload to say 500 ageing patients with many complicated conditions. The demographic of the practice gives more of an idea in determining the capacity of a practice.</p> <p>Richard was bringing the topic of patient list size to the next Reference Group meeting on 20.2.2014..</p> |                  |
| <p><b>24 HR BP MONITOR</b></p>    | <p>Stella raised this topic. She explained the purpose of the 24hr BP monitor and asked if the patient group would be prepared to use monies allocated to the group for this purpose. All agreed this would be a good use of monies. In fact the group suggested that maybe the practice should purchase two new machines at Cost £1169 per unit but Christine would like to check with partners first.</p>  | <p><b>CE</b></p> |
| <p><b>PATIENT SURVEY 2013</b></p> | <p>Richard outlined to the meeting the work that had been undertaken by the Group and the findings from the survey. An abridged version had been agreed with the Partners and Vijay had prepared a forward for the survey which would now go on the website.</p> <p>Christine confirmed that the patient survey undertaken by the group would be discussed at the next staff communications meeting where Richard will be attending to present the findings and the patient group input.</p> <p>Richard said the survey had highlighted two particular items which concerned the patients. The 0844 number and appointments.</p>   |                  |



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| <p><b>EAST SURREY HOSPITAL FOUNDATION STATUS</b></p> | <p>Richard outlined the reasons behind East Surrey seeking foundation status. Both Joan and Richard had attended the last Reference Group meeting where this was discussed. It was explained that it would be better if East Surrey could achieve this status on it's own otherwise it could be attached to another foundation trust hospital and the local catchment patients may lose any say in services. Anyone signing up would be a trust member and could elect the trustees. Forms and more information is available on line at <a href="http://www.surreyandsussex.nhs.uk/ft">www.surreyandsussex.nhs.uk/ft</a> for interested group members.</p>   |  |
| <p><b>Newsletter 8</b></p>                           | <p>Christine asked at this point if the matter of “Care Data Sharing Record” could be put into the newsletter. Leaflets been widely distributed through the general house post, but many patients maintain that they have not seen it as in many cases it ended up in recycling bins along with “domino pizza” adds. Some felt too that the leaflet may not have made it very clear what was happening. For example patients do not know that secondary/community care data is already taken. The leaflets distributed did not have an opt out form, so practices have had to source their own. Tracy W explained that the onus was on the GP surgery to make patients aware of the Health and Social Care Act and the impending data extraction. More information can be found at <a href="http://www.england.nhs.uk/gp-toolkit/">http://www.england.nhs.uk/gp-toolkit/</a></p> <p>A very long discussion took place on this subject. As the data collection is an opt out system, Christine explained that if a patients opt out of GP care record that the practice would enter a specific read code onto their medical records held here to stop data collection.</p> <p>Christine felt an article on this should be included in Newsletter 8. Liz agreed and said that as much space as necessary should be used for this important topic.</p> <p>Stella to liaise with Christine re this article for the newsletter and other articles of interest for Birchwood patients.</p> |  |
| <p><b>Any other Business</b></p>                     | <p>Mike enquired about the latest on the shingles vaccination. Sue explained that they were coming in gradually and everyone eligible would be phoned. Sue expected this would be finished by end of February.</p>   |  |
| <p><b>Date of next meeting</b></p>                   | <p>19<sup>th</sup> May 2014</p>  |  |