

**Bowling Hall Medical Practice  
Patient Voice - Meeting Notes  
Friday 21<sup>st</sup> November 2014**

**Meeting start time: 10.00am**

**1. Apologies**

The Patient Voice Lead shared our apologies for the cancellation of the previous meeting, which had been scheduled for June, and for the delay in arranging a follow-up meeting. They also shared some of the difficulties which the practice had been experiencing during the year which impacted on arranging a meeting.

**2. Staff update**

The Practice has welcomed several new members of staff over the course of the last 5-6 months. These include 3 new GPs and 3 new administrative staff.

**GPs**

Both Dr O'Brien and Dr Ninan have departed the practice. Dr O'Brien was with us for around 2 years, and left to move closer to the area in which his family lives. Dr Ninan was with us for around 6 years, and left to seek a new challenge.

The Practice underwent a recruitment process, during which we looked internally at what was required in Practice. It was decided that we would advertise for 3 GP positions.

The GPs who have joined the practice are;

Dr Danielle Kirkham, who has recently qualified as a GP and joins us as her first salaried position. Dr Kirkham joined us in August and is doing 8 sessions per week.

Dr Daniel Alston is also recently qualified as a GP. Dr Alston joined us in September and is doing 4 sessions per week.

Dr Jacquilyn Aitken has previously worked as a GP in Keighley and Leeds before joining us. Dr Aitken joined us in September and is doing 6 sessions per week.

As well as our 3 new GPs, we have also welcomed 3 new members to our receptionist team. They are Gail, Vanessa and Fiona, and are working flexible shifts.

The members of the Patient Voice shared suggested that it would create a more personable atmosphere between patients and reception staff if the receptionists said their names when answering calls.

**Action: Practice Manager to share this information with the practice staff.**

### **3. Finances**

Patient Voice Lead briefly discussed the changing financial situation for GP Practices in the area and across the country.

GP Practices currently operate under one of two types of contract – a GMS (General Medical) contract or a PMS (Personal Medical) contract. GMS Practices across the country operate under exactly the same requirements as each other. Practices under a PMS contract, like Bowling Hall Medical Practice and most practices in the area, operate under similar requirements to one another, but with a little more flexibility. For example, practices under a GMS contract are not expected to provide phlebotomy (blood taking) services within practice. Bowling Hall Medical Practice offers this service under its PMS contract.

As PMS practices often offer additional services, they have historically been allocated more funding. Recently, however, the government announced that all GP practices across the country would receive an equal allocation of funding, regardless of which type of contract they are under. This results in a substantial drop in funding for PMS practices.

Currently the Clinical Commissioning Group in Bradford are discussing options for how to deal with this drop in funding without reducing in-practice services, such as allocating funding locally.

### **4. Federation – Collaboration between practices**

Patient Voice Lead shared details of a collaborative project between several practices in the area. 9 practices across Bradford have banded together in order to develop new and improved services. These 9 practices currently cover around 85000 patients.

One service which has been developed is called the ‘Winter Pressures Scheme’. Each Winter, accident and emergency departments come under increasing pressure as more people attend. In order to try to alleviate some of this pressure, additional GP clinics are being held on Saturday mornings at 2 hub practices for 22 weeks, until the end of March. This is a service which is available to any patient registered at one of these 9 practices.

### **5. Patient Survey / Friends and Family Test**

Previously the practice has run its own annual patient survey, usually consisting of several questions about various aspects of the practice. From this December, GP Practices across the country are required to conduct a survey called the ‘Friends and Family Test’. This survey consists of a single question – ‘How likely are you to recommend our practice to friends and family?’ – and the opportunity to explain why they have chosen that answer. Bowling Hall Medical Practice was part of the pilot of the Friends and Family Test from October 2013 to December 2013, and received a good response.

The Patient Voice discussed whether we would like to publish our own survey with questions chosen by us in addition to the Friends and Family Test. It was decided that, in view of the good response gained last year, that it would not add any benefit to publish an additional survey.

The method of obtaining responses to the survey was discussed briefly. It was suggested that many people would prefer to complete the survey online, and it was agreed that this would be made available.

#### **6. CQC (Care Quality Commission)**

The Care Quality Commission was discussed again briefly. The Care Quality Commission are currently working on inspecting every GP practice in the country to ensure that they meet their standards. The first practice in Bradford were inspected a couple of weeks ago.

Each practice has been given a 'risk' rating from 1 to 6 based on data the CQC has collected about practice from various sources. Bowling Hall Medical Practice has been given a rating of 6, which indicates low risk. The practice will be given 2 weeks' notice before we are inspected by the CQC.

#### **7. Catchment areas**

Practice catchment areas were discussed. Historically, practices have worked in catchment areas, which means that they only register patients who live in a certain area. Bowling Hall Medical Practice has covered the BD4 postcode area, as well as some parts of BD5 and BD6.

From January, these boundaries will no longer be in place, and patients will be able to register with any practice they wish to. For example, if someone lived in York but worked in Bradford, they would be able to register with a GP in Bradford. However, any home visits which are required will be carried out by a GP service in the area in which the patient lives.

The decision on whether or not to carry on working in catchment areas is made by the Practice.

#### **8. Date and Time of Next Meeting**

**The next meeting date and time was agreed:**

**Friday 6<sup>th</sup> February 2015 at 10:00am at Bowling Hall Medical Practice.**