

## Patient Participation Group Meeting 15/5/19

### Attended by

Mrs A Scudder (Chair)  
Mrs M Hinchliffe  
Mrs W Wells  
Mrs M Evans  
Mr R Partridge  
Lisa Ellison Practice Manager

Discussion of meeting arranged with Mr Mark Spencer Member of Parliament for Sherwood on 18/5/19.

Following the meeting held on 23<sup>rd</sup> of April 2019, in agreement with the Patient Participation Group Mrs Scudder wrote to Mr Spencer to request a meeting with representatives of Oakenhall Medical Practice Patient Participation Group. (The Group had postponed a request to meet with Mr Spencer last year due to elections held). Mrs Scudder was offered a meeting date of 18/5/19 at 9.30am – Under One Roof, Vine Terrace, Hucknall.

The following points were discussed and agreed:

- The attendees will be Mrs Scudder, Mrs Hurt, Mr Partridge, Mrs Evans and Mrs Wells.
- Lisa Ellison would not be able to attend, but has provided a statement from Oakenhall Medical Practice.
- The key points for discussion will be:
  - **Recruitment of Clinicians:** The practice has been unsuccessful in the recruitment of an GP following retirement of the Senior GP Partner on 30/4/19. The practice is now relying of GP Locums to fill surgery sessions. The practice is trying to engage with Advanced Nurse Practitioners, and are looking into Paramedics into order to move forward with full GP triage of patients as a further contingency.
  - **Increasing populations due to new residential developments:** Residential developments in Ashfield, Gedling and Broxtowe areas of Hucknall, Bestwood Village, Linby and Papplewick continue. In addition, the increase of care/nursing homes (the residents have multiple and complex conditions) also add to the increasing patient access/demand for health resources in Hucknall.
  - **Expansion of present GP Practices:** The Clinical Commissioning Group continues to work towards expansion of GP Practices in Hucknall with plans for a new health centre – plans are still at a remedial stage.

Additional comments made by the Patient Group Members:

- “We are confident the practice are putting innovating ways of moving forwards and are happy that these are modern ways”
- “Patient expectation and demands vastly exceeds actual available health resources – recommendation: provision of patient education of realistic expectation”

Statement from Oakenhall Medical Practice dated 15/5/19

Thank you for agreeing to see the members of Oakenhall Medical Practice's Patient Participation Group at such short notice

Oakenhall Medical Practice's Patient Participation Group's members are very dedicated to the practice and have a great interest in how NHS care is being provided to the Hucknall community. The patient group are valued by the practice in the time and effort the members give, in obtaining the views of patients and developing the current services we are providing.

The Patient Participation Group greatest achievement was that they were instrumental in meeting with the Project Team who were implementing the Hucknall inner bypass road, who agreed to request a change in parking restrictions times around Oakenhall Medical Practice, Bolsover Street from 30/60 minutes to 2 hours, allowing more access for parking and thus facilitation appropriate access to the practice for patients with mobility issues.

The GP Partners and all members of staff agree with the Patient Participation Groups concerns around access to GP Practice's in Hucknall. We have a national shortage of GP's and Nurses and are finding it difficult to recruit GP's at this practice.

I would like to summarise the points that is currently affecting Oakenhall Medical Practice:

- Unable to recruit a GP following retirement of Senior Partner – the practice is now relying on Locum GP's to fill GP Sessions
- The practice is restricted by the size of the building – we have already changed examinations rooms to nurse clinical rooms. We have no further rooms to increase the practice.
- Patient access to the practice is significantly increasing: with the new Primary Care Network requirements, the practice is worried with we will not be able to meet all contractual elements i.e. extended hours provisions outside the core hours of 08:00 to 18:30 – we simply do not have enough healthcare professionals to work the core hours and those between 6.30pm – 8pm and 7am – 8am.
- The practice is changing to a full GP triage system in order to ensure timely clinical advice as we can no longer provide enough appointments for the patients who require them.
- The increasing number of care and nursing homes that are being developed in Hucknall (I believe we have the highest number of collective care homes in one location in Nottingham) is significantly impacting on available GP resources.
- I believe there is a generalised feeling among practice staff and patients of demoralisation in the lack of provisions of GP services in Hucknall. As a practice we have seen a rise of inappropriate behaviour by patients in person at the practice and by telephone and a large amount of this behaviour is motivated by their frustration of appointment availability.

We are aware provision of GP Services is a National issue and there is no easy answer. We are also aware of the efforts of the Greater Nottingham Clinical Commissioning – North Nottingham and East who are striving to develop a new health centre in Hucknall in order to increase GP provisions, but this will not happen for some time.

I would like to thank you for taking the time to listen to our concerns at Oakenhall Medical Practice.

Yours sincerely

Lisa Ellison

Practice Manager