

## **KINGS CORNER SURGERY Patients' Participation Group**

### **Minutes of the meeting Thursday 23 May 2013**

Present: Peter Bateson (Chair), Christine Weightman (Secretary), Pat Morris (Minutes), Spike Humphrey, Jan Olenjniczak

Dr Whitfield and Clare McAteer represented the surgery, with Dr McGlynn present for item 3 below.

Apologies: Sally Hanson, Harry Ruprah, Peter Standley, Philip Shelley.

#### **1. Arising from the previous meeting**

All were subsequently covered in discussion.

#### **2. Magnolia House**

Peter B had circulated a report of his meeting with Magnolia House PPG. Re-establishing contact with them was welcomed, especially as other local PPGs appeared to be in some disarray. Magnolia House had no plans in respect of the national awareness week for PPGs, and we agreed to see how this year's activity goes at National level since this is the first year and there has been little National guidance.

Peter had also attended a first open meeting of our CCG which had now taken over from the defunct Primary Care Trust. Peter's impressions were positive.

#### **3. Heatherwood Hospital issues.**

Pat had circulated a report of the open Council meeting at Ascot on May 9th at which Councillors formally voted to reject proposals for closure of Heatherwood and fight for its retention in its present form. They were supported by Adam Afriye MP. However, the meeting left many issues unresolved, particularly those relating to finance and (particularly) support for care in the community. Assigning Heatherwood patients to Wexham Park was unrealistic due to the lack of public transport and inadequacy of car access and parking. No evidence was offered that Wexham Park (or anywhere else) had the necessary slack to take up the 20,000 cases dealt with by Heatherwood each year. Assigning minor injuries to Brant's Bridge Clinic meant reliance on a facility that was controlled by another part of the NHS, so facilities could be withdrawn or modified at any time, without consultation, leaving Ascot residents with no support at all. The "Public Consultation" was several times condemned as a sham, being inadequate in its coverage, very costly and with the outcome manipulated to support decisions already taken. The meeting also heard that local Doctors had set up a referral service as a private initiative, potentially exposing them to conflicts of interest. Jackie McGlynn reassured us that the situation had been misrepresented and conflicts were not an issue. The system involved no personal gain to those involved. Also, contrary to information given at the Ascot meeting, St Peter's A&E will not be closing.

It had been agreed that Kings Corner PPG supported the Practice view on future developments (in line with "Shaping the Future" and possible focus on elective surgery at Heatherwood, led by Frimley Park), but reiterated its concern regarding the need for community support locally. Local Councillors

had sought a meeting with the PPG to express a contrary view but had withdrawn on learning of our position.

### **3. Annual "Satisfaction Survey" of KCS patients.**

This year's survey used the same questions as last year in order to facilitate comparison. Most of the indices show improvement and overall the results were very positive. Written comments were overwhelmingly supportive. The main issue to address concerned time spent waiting despite having booked a timed appointment. The Surgery has undertaken to discover the causal factors and discuss possible remedies. Appointments are scheduled on the basis of lasting 10 minutes, but many unavoidably overrun or doctors are called away to other urgent matters. Providing a telephone link to doctors for minor issues has saved patients and staff a lot of time (and travel), and is a welcome service by the Practice. In view of recent publicity regarding over-use of A&E facilities, patients should telephone the surgery first to seek advice on how best to proceed (A&E may be the least appropriate option). The PPG expressed praise and satisfaction for the services provided by King's Corner Surgery.

### **4. Ambulance service**

Peter S. had asked for this matter to be deferred until the next meeting.

### **5. New NHS "111" telephone system.**

This is apparently intended to replace the former "NHS Direct" service, but doesn't seem to be working very well yet. Judy McCulloch has offered to come and explain its purpose and working. Christine will invite her to attend on June 17th

**Action Christine**

### **6. Next Meeting (at Kings Corner, 6.30pm).**

Scheduled for 17 June

Provisionally July 22nd