

Woolsthorpe consultation event, Woolsthorpe by Belvoir Village Hall 21st August 2017

Present: Dr Wooding, Sue Timberlake, Rachael Ashworth, Adrian Audis (NHSE), Simon Hopkinson (Optum), Diane Hansen (SWL CCG) plus members of the Stackyard and Woolsthorpe staff.

Patients: 14 plus 4 late arrivals

1. Appointments

- Retain walk-in services / appointments
- Still want to have open surgeries
- Keep it the same as it is
- Don't want it changed
- Same day access and immediate access to GPs
- Have to have a B12 injection every 3 months; computer system doesn't allow us to book that far ahead.

Response: Will look into this to see if we can extend the booking period – also, now fully staffed with nurses after recently recruiting

2. Services

- No complaint about the services – “Top Notch!”
- Impressed with QMC
- “Thanks to Dr Wooding for looking after husband”.
- Used the event to come down and meet people from surgery. Only had one visit to the surgery in 37 years.
- Home visits – will they remain the same as it is very important to me as I live near Grantham but does not want to register with a GP in Grantham?

Response: Yes

- Referrals – Nottingham or Lincoln – do we have a choice of where we go?

Response – Yes

3. Transport

- On the border of 3 counties - Live in Leics; surgery in Lincolnshire; Hospital in Notts. It is so difficult trying to navigate hospital / community transport.

SWLCCG Response: will investigate what car schemes and transport availability for Lincolnshire patients. VMG to publish in surgeries and on website to assist patients when transport required.

Response – PPG investigating setting up a Good Neighbours Scheme.

- Has the surgery got any volunteer transport? - as above, will try and get info from local authorities and publish on website
- “Neighbour had to make 4 phone calls to arrange transport to Notts hospital, eventually got through to the right place. He is aged 92 – this is not good enough!!”

4. Medicines / Prescription

- Medicines delivery service – is this cost effective? How is the group able to offer this?

Response: It is part of the service offered out of Long Clawson Pharmacy.

5. Other

- PPG – VMG PPG are already working collaboratively; the PPG will be known as Stackyard and Woolsthorpe PPG
- Patient List: 3200+; Group 10,000
 - Stackyard - 1810
 - Woolsthorpe – 1426
 - (Long Clawson – 6500+)
- Patient Records; held by practice (off site / virtually)
- Two systems will be merged – EMIS
- Is there a monetary gain for the surgery to merge?

Response: The surgeries will receive no extra money but they will be more sustainable for the future.