

BARKING AND HAVERING LOCAL MEDICAL COMMITTEE

MINUTES Part Two of the 245th LMC Meeting held in the Committee room, Administration Block, St. George's Hospital, Hornchurch, on 06 March 2008
An Open Meeting

PRESENT: Dr G Saini (Chairman)
Dr M Rahman (Vice Chairman)
Drs V Goriparthi, A Jabbar, J John, R S Kalra, A Mittal, A N Patel, P Patel,
S Poolo, O M Sanomi, S Subramaniam, N P S Teotia
Non-principals: Drs S C Hora, R Kumar, S Symon
Madhu Pathak (Medical Secretary)
Sue Elliott (Admin. Secretary)

Jemma Gilbert, Ass. Director of Contracting, B&D PCT
Andrew Demetriades, Director of Healthcare Procurement & Performance, HPCT
Steve Rubery, Director of Emergency Care/Hospital Director, Queens

APOLOGIES FOR ABSENCE:

Hilary Ayerst, Chief Executive, B&D PCT
Eric Saunderson, Medical Director, B&D PCT
Paul Sinden, Director of Commissioning, B&D PCT
Rebecca Scott, Asst. Chief Executive/Director of Strategy, B&D PCT
Ralph McCormack, Chief Executive, HPCT
Robert Evans, Ass. Director of Commissioning, HPCT
Simon East, Director of Finance, Performance & Commissioning, HPCT
Mr C Claoué, Ophthalmic Surgeon, BHRT
Drs T Bland (Treasurer), A Adedeji, G Barclay, S De, B Dixit, A K Jawad,
I Quigley, S Pervez, I K Sudha

97. **MINUTES:** The Minutes of the Meeting held on 07 February 2008 were approved and signed as a true record of the meeting.

98. **MATTERS ARISING**

Scanners

Andrew Demetriades stated that he had been in discussion with INPS and has agreed that Dev Chetty should write out a purchasing order.

NHS Net

Andrew Demetriades said that an email has been sent to the NHS help desk and problems experienced by some GPs regarding the contents of the email has been mentioned.

List Size for GPs – B&D PCT Policy

Andrew Demetriades confirmed that HPCT would be looking at working on a similar ratio to B&D. There are different ways of tackling this and HPCT is not as far down the road as B&D. Dr Saini said this is not coming in as a list size issue, more the number of GPs.

Dr Pathak said that the LMC has been talking to Hilary Ayerst regarding the problems one of the GPs is experiencing regarding a new project in which he is involved. Hilary has assured us that the project will go ahead and they will work with the GP on the list size in an acceptable timescale. Jemma Gilbert confirmed this. Ideally they would like to get up to the national average in three to four years for all practices.

Choose & Book

Dr Goriparthi said that a recent problem is that when patients ring to make an appointment there is often no reply and when they do get through they are asked to ring again in a week's time when they are again told to ring in a week's time. When they ring the third time the patient is told they are out of the referral time and need to go back to their GP for another referral letter. This is creating an enormous amount of work and frustration for both GP and patient. Some patients receive letters saying they have not rung. Dr Rahman has had a similar experience, with one patient being referred back after ringing every week for six weeks. GPs are doing what they have been asked to do but it is not working. Andrew Demetriades said patients should be offered a responsive service and asked for examples so that he can pick this up with the choose and book team.

Dr John said that he spoke to his lead about individual cases, who then went back to the BHRT spokesman for comments but was told they feel there is no problem. One patient complained to PALS after she he was told to phone for another appointment and was then told she had not shown up for her appointment. Dr Hora said one of his patients wanted to go to a London hospital but when he phoned them for an appointment was refused and told he should be going to his local hospital. There is no choice.

Steve Rubery said this is an unacceptable situation and should not be happening. This is not where BHRT want to be. He will take this back to Eileen Moore as she needs to get an understanding of some of the issues. He suggested, with the Chair's permission, that he meets with a small number of LMC members on an informal basis and would bring Eileen to one of the meetings to get a better understanding. The Chair accepted this and said this is a national issue not just a local one. A meeting will be arranged.

Andrew Demetriades said that the meeting between the PCT and BHRT is not given the seniority it needs. A joint committee is needed at senior level and he invited the Chair to attend.

99. GPC NEWS M6

No issues of concern were raised.

100. ANY OTHER BUSINESS

Extended Hours

Dr Goriparthi said that what has not been thought through in the philosophy of introducing extended hours is how various investigations will be carried out after seeing the GP. Patients still have to take time off to have them done. Could BHRT look at a slot being allocated once a week between 6 pm and 9 pm when the GPs can access these investigations? Jemma Gilbert said this was a very valid point and B&D PCT will be looking at other providers covering longer hours.

Dr Saini stated that while it may all be OK to provide this service, other services will not be available to GPs once they get home after extended hours, e.g. gas, electricity.

Dr Pathak asked the PCTs whether they have thought about security in large buildings, i.e. LIFT and other large centres, for young GPs and receptionists working extended hours. We may have a scenario where a young female GP is working with a young receptionist alone and either a violent patient or a drug addict may come to the premises.

Dr Saini said a letter was going to be sent to Havering GPs who are providing extended hours, saying if your patient does not attend please send them a letter with a copy to the PCT, which was never part of the pilot scheme but understands that this has been withdrawn.

Contract Variation

A letter is going to GMS and PMS practices. In Havering all PMS practices will be invited to a meeting to discuss the issue. A request has been made by B&D GP members to have a joint meeting on this issue.

Enhanced Services

From both sides there are issues on the last year’s incentive payments. These have been pointed out in the past but there has been no outcome. Some agreements have been made and then not followed. The LMC asked the PCTs for some feedback.

Jemma Gilbert asked for people to let her know the issues. Dr Mittal mentioned the Warfarin payment. Jemma Gilbert replied that this is a national ES and it is not for the PCT to set payments. They have to be in line with the national guidelines. She will take it back to Hilary Ayerst. Dr Teotia said that Warfarin is different to other services as it is done in two parts, one to do the testing and the other to do the prescribing. Dr Saini asked for this to be resolved by the next LMC meeting.

Respite Care

Dr Goriparthi stated that some of his patients requiring respite care go into Havering nursing homes, which have no local arrangements for medical cover. They are miles away but staff at the nursing home still calls the GP. Do the nursing homes have any arrangements for medical cover during the patients stay, as they are moving away from the practice area covered by that GP? Dr Saini asked for a follow up on this for the next LMC meeting.

IT Issues

B&D - Dr Teotia said that some GPs have concerns with the servers and providers in B&D. There are no forums where they can raise questions and need someone to take the lead on how they can communicate with the services. Jemma Gilbert stated that she would incorporate this in the ongoing IT issues. If GPs email their concerns they will be picked up with the providers.

Havering – Andrew Demetriades said that he needs to set up a forum to cover this sort of issue.

Warfarin

Andrew Demetriades said a briefing has gone to PEC members and an evaluation needs to take place. Interest has been shown.

LMC GP/Consultants Dinner

The LMC met a large number of new consultants at a joint meeting yesterday which was not only very well attended and appreciated but gave the opportunity for both GPs and consultants to discuss some of the common issues.

- 101. **DATE OF NEXT MEETING:** There being no further business for discussion, the Meeting closed at 3.34 p.m. Members agreed that the next Meeting will take place on 03 April 2008.

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Chairman

ANY QUERIES OR MATTERS ARISING FROM THESE MINUTES SHOULD BE DISCUSSED WITH THE LMC OFFICE