

Slough People's Assembly

held on

Thursday 5 October 2017

Topic: The future of General Practice in Slough



'Ask-It Basket'

Patients & the public were encouraged to comment and ask questions.



Slough MP Tan Dhesi talks with Healthwatch staff

Also on the panel was Dr Jim O'Donnell (Slough CGG); local GP Dr Priya Kumar; Councillor Sabia Hussain; and panel chair Tajinder Jagdev (Manor Park PPG).



Venue: Chalvey Community Centre

More than 70 people attended Slough's first People's Assembly.



Presentations & discussion

Panellists shared plans and priorities for GP services.

Patients & the public voiced their views and asked questions in a lively debate.

"We're starting to work in larger groups of practices to improve"

"It's to do with PEOPLE. Speak up! It's our voice - be heard!"

"Receptionists will be retrained as Care Navigators - it's already begun"

"Treat patients with kindness"

"You have a louder voice than you think"

"I apologise... thank you for raising it"

"Promote the self-care agenda"

"General Practice *has to* change to improve quality"

"I'm worried it won't work"

Snippets from the panel

- Patient voice essential - get involved in the Patient Participation Group (PPG) at your surgery (Jim)
- GPs starting to work in larger groups of practices called hubs - larger, improved access to appointments, better facilities, wider range of staff e.g. physiotherapist, mental health etc. (Jim)
- Self-care very important, supported by good information to guide patients (Jim)
- Jim asked attendees to help explain the benefits the hubs to others, and to promote self-care
- Priya described new developments such as group consultations: 10 patients with the same medical condition attend a joint 40 min consultation, gaining help from each other as well as the GP.
- Slough Borough Council are seeking to make sure public services are joined up...that we eliminate waste...and improve outcomes' (Sabia)
- 'What happens in Government & Parliament has an enormous impact on what happens in Slough' (Tan)
- I see it as my role to fight for Slough's corner [at national level]' (Tan)

From patients & public

- Access to appointments: "You stand in the rain for 30 minutes...but still can't be seen the same day" (Mr A)
- Location/transport/convenience issues: 'I would have rather waited 2 weeks': Ms B on having to go to Wexham Park for a blood test instead of her surgery.
- "I'm worried it won't work" - Mr C concerned that plans to reduce numbers of acute hospital patients will place GP services under unrealistic pressure
- Ms D described her observations of disconnect between early discharge & community-based care. Ms E spoke of slow communication between GP practice and Wexham Park.
- Ms B described the practical and financial pressures on friends and neighbours of a patient with terminal cancer sent home from hospital
- Receptionists as Care Navigators - query about whether it is appropriate/workable & what training?
- Hard to join PPG - Ms F saw a poster at her surgery but when she asked about it, nobody could help.
- [From anonymous patient story] "I was told I could only discuss one problem [at GP appointment].... so I didn't mention the bleeding".

Plans & improvements for the next People's Assembly



- Focus: Wexham Park Hospital
- Date: to be announced
- Microphones for better sound
- Book interpreter only if Deaf attendees confirm



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enquiries@
healthwatchslough.co.uk



@HW Slough



01753 325 333



Healthwatch
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