

**Patient Participation Group meeting minutes
at Old Police Station Court Room
Wednesday 24th April 2019 from 6.30pm**

Present: Mrs Sue Pritchard (SP) (Chair), Dr J Williams (JW) (GP senior partner), Mrs A Goode (AG) (Practice Manager), Mrs Teresa Newman (TN) (Admin Manager) and 11 patient group members

Welcome from New Chair and Feedback from PPG network meetings

Sue Pritchard, the New chair taking over from Judith Ellis, welcomed everyone.

SP gave feedback on the Patient Participation Group (PPG) network meetings this year, which include all PPG Chairs in Gloucestershire Clinical Commissioning Group (CCG), and the locality reference forum group meetings, which are attended by either SP or AG, covering the North Cotswold locality. The North Cotswold locality has been classed as the second most rural in England of the new Primary Care Network Groups.

The North Cotswolds locality group are holding new multi-disciplinary team (MDT) meetings, including the 2 new frailty matrons who rotate between North Cots and George Moore Clinic, along with social workers, physios and OT's. Dr JW is the lead GP for frailty in the locality.

The new Social Prescriber, Karen Price, to replace Jo Spicer is starting next month.

The X-ray facility at the North Cotswold Hospital is now open for less hours, with patients having to travel to Cheltenham General Hospital, and this is having a knock on effect on the Minor injuries department, Orthopaedic out-patient clinics and in-patient admissions at the community hospital in Moreton-in-Marsh. A local petition has been started to appeal against this.

There is a national shortage of radiographers and a local shortage of District Nurses, leading to recruiting difficulties.

People Plus have been awarded the contract and have taken over from Carers Gloucestershire. This contract is provided on behalf of Gloucestershire County Council and Gloucestershire CCG and offers a free service for carers to access.

It was agreed to try and have 2 or 3 focused PPG meetings per year with focus around priorities decided with the practice. Last year's focus meeting on hearing was well received. In addition, it was agreed to promote the group at the flu clinic.

Last Years Priorities and feedback

Keeping afloat in the current climate

Frailty Matrons are in post to see complex frail patients along with the lead Practice Nurse for the surgery.

AG explained Improved Access clinics which cover the North Cotswolds and provide routine appointments in the evenings and on Saturday mornings, and extended hours which are available at the surgery on a rota basis between Monday, Tuesday or Wednesday evenings each week.

Projects for helping with chronic workload issues

Clinical correspondence training has been completed by admin staff and helps GP's to prioritise the most important patient letters needing to be processed by the surgery each day.

GP's and staff are attending Care Navigation training, which will allow Medical Receptionists to signpost patients to the most appropriate service.

A new clinical pharmacist is in post helping the practice and patients with NHS national and local requirements around prescribing.

New build

Ongoing and the surgery is hoping to be prioritized in the next batch of projects being approved for the time frame 2021-2026.

More clinical time

Due to the new room being added last year and increasing capacity, the surgery now has a new salaried GP, a clinical pharmacist and additional phlebotomy and Health Care assistant appointments available each week, along with space to offer visiting clinicians such as the Mental health Crisis team the space to see patients at the surgery.

IT progress

An improved text reminder system is in place to allow patients to receive reminders for appointments and to cancel appointments via text if needed. The "did not attend" rate is 2.9%.

Patient Survey Results and Feedback

Attached results for the Friends and Family survey and the GP national survey for 2018. The main priority highlighted is to speed up telephone answering times.

The PPG group demographics were excellent with 241 members – the only area lacking in representation is the male aged under 25 group – PPG to consider how to recruit members from the school.

Points for discussion

TN went through the list of priorities received from PPG members (all members were asked to send in their top 3 priorities for the practice for the coming year).

Capacity issue with appointments for some doctors for continuity of care - all doctors can access patient notes on the computer and all doctors keep good notes to enable patients to see different doctors if needed. Doctors use follow up slips which they can give to patients if they specifically need to see a patient again in a certain time frame. This issue will be added to the priority list for the surgery to look at for this year.

Posters in the waiting room need to be tidied up and to use a health "calendar" to promote issues monthly, along with a review of the waiting room area.

The team's biggest challenges are:

Keeping up with changing NHS initiatives to ensure the surgery maintains NHS funding and remain viable

Increasingly complex patient needs which require more GP time

Mental Health amongst teenagers is a concern nationally and is being considered in the locality, with a new Social prescriber service being considered for funding to specifically offer help for teens.

A new surgery website has been approved and will be implemented this year, along with e-consultations.

Communication - via a Campden Bulletin monthly update has been successful and well received and will continue.

Priority to increase online access for patients in order to book appointments, order prescriptions and view test results and summary records.

Actions for 2019/20

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| 1. Improve continuity of care | AG/TN |
| 2. Implement health calendar in the waiting room (6 campaigns) | SP/TN |
| 3. Increase on-line access via publicising service and offering to all new patients | AG/TN/SP |
| 4. Implement new website including e-consultations | AG/TN |
| 5. Increasing clinical roles in the locality to provide additional support for patients
Eg clinical pharmacist, Social prescriber to support young people's mental health | AG/GP's |
| 6. Improve telephone answering times by recruiting additional staff | AG/TN |
| 7. Prioritisation of prescription ordering methods | AG |
| 8. Continue to work to reduce waiting times in the waiting room to 15 minutes or less | AG/TN |
| 9. Continue to liaise with the CCG around early prioritisation for new build | AG/GP's |
| 10. On-line communication with members for ongoing feedback and report against progress and locality meetings. | SP/TN |