

**WHITELADIES MEDICAL GROUP  
PATIENT PARTICIPATION GROUP MEETING  
Held on Tuesday 16<sup>th</sup> July 2019**

**MEETING 16<sup>th</sup> July 2019**

**NOTES**

A warm welcome was extended to our new Practice Manager.

**1. Acceptance of Minutes**

The Minutes of the last meeting (16<sup>th</sup> April 2019) were accepted.

**2 Matters Arising**

**2.1 Telephony**

To be addressed in detail in the Practice Report (see 3.1 below).

**2.2 Open Access**

To be addressed in detail in the Practice Report (see 3.3 below).

**2.3 Improved Access Funding**

Funding is released on a rolling quarterly basis. The local CCG decide on who is funded.

**2.4 One Care**

The One Care Patient Representative Group meeting met on the same day and as such there was no representation from our PPG.

**2.5 “Patient Coordinators”**

“Patient Coordinator” is the official title of these employees, though they are still commonly referred to as “Receptionists”.

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## **Practice Report - Presented by the Practice Manager**

### **3.1 Telephones**

The new system supplied by Bistech was introduced in May. It has given the practice more control over calls and is already providing valuable analytics, for example in managing staffing of the phone lines. Over time it should be able to identify trends in call frequency and lead to greater efficiency.

The Practice believes patients have noticed the difference in the way their calls are handled and that they are positive about its introduction.

To improve telephone responsiveness in the mornings patients are being encouraged to phone after 2 p.m for test results.

### **3.2 Appointments**

It is government policy that 25% of all appointments must be bookable on line by the end of March 2020.

### **3.3 Open Access**

This is an ongoing item. It is likely to be always at the forefront of discussions about Practice provision.

The morning surgery is very popular, it is not uncommon for the availability of appointments to be exhausted early. The practice is collecting metrics and the data captured should provide an informed basis for review and decision-making.

### **3.4 Primary Care Network (PCN)**

PCNs became legal entities on 1<sup>st</sup> July 2019. Whereas prior to this date Practices had been encouraged to work together, federation is now a legal requirement. It is intended that PCNs should cater for approximately 75,000 people.

Our own PCN federates several Practices, namely Whiteladies Medical Group, The Family Practice, Pembroke Road Surgery and Student Health Service. We are now to be known as "Health West". All practices are represented on the board.

More detail of Primary Care Networks can be found at:

<https://www.england.nhs.uk/primary-care/primary-care-networks/>

### **3.5 Staffing**

#### **(a) Patient Coordinators**

The practice is recruiting staff to replace Patients Coordinators who are leaving.

#### **(b) Doctors**

Dr Hon will be returning from maternity leave in the Autumn and Dr Gordon in January 2020.

### **3.6 Flu Season**

Vaccine is expected to be available in September or October. The practice will be issuing appointment dates for the elderly and for families in due course.

The Practice will receive sufficient funding to cover all eligible patients and patients are being encouraged to attend the practice for their vaccinations.

There is sufficient supplies of vaccine and no repeat of last year is expected when some practices experienced delays in supply delivery.

The PPG has offered to assist as “stewards” at the vaccination sessions.

### **3.7 Care Quality Commission (CQC) Audit**

The CQC is an independent regulator. The purpose of the CQC is to make sure health and social services provide people with safe, effective, compassionate, high-quality care and that they encourage care services to improve.

CQC carries out audits of all practices. Practices that have had a previous rating of good or outstanding will now have a pre-arranged telephone inspection, this took place on 21<sup>st</sup> June. It was felt that the call had gone well and that there were no shocks no surprises, although the practice are awaiting the official report feedback.

Telephone inspections cannot change the rating of the practice, only a visit can do this. The practice was last inspection was in Dec 2015 so we are expecting our next visit by Dec 2020. As per previous visits, it is likely that the PPG will be approached as will other patients who will be handed questionnaires to assist with their reporting.

Further information regarding the CQC can be found at:

<https://www.cqc.org.uk/about-us/our-purpose-role/who-we-are>

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## **Any Other Business**

### **4.1 Continuity of Care**

The project will focus on improving continuity by increasing the number of patients that see the same health professional or small team over a period of time. This could be a Consultant, Community Nurse or GP.

How do GPs see their role in this, especially when applied to the monitoring of patients with chronic conditions?

Our Practice Manager will be investigating on behalf of the PPG.

### **4.2 Proxy Access**

A unique new feature has been released for online Patient Access website. You can now request to act as a proxy for children, relatives and dependants that you care for. This new facility enables a parent, family member or carer to act on behalf of the patient with their access tailored accordingly. The proxy feature has gone through rigorous analysis to ensure there are no data privacy risks. Appointment booking, repeat medication requests, messaging and, where applicable, access to medical records, can easily be accessed by the proxy once a relative or person has been linked.

You can ask your GP Practice to register you for proxy access. They will guide you through the set-up process. If the relative or person you wish to act on behalf of is at a different practice to yourself, you can ask your relative's GP Practice to register you for proxy access.

More information can be found at:

<https://support.patientaccess.com/your-profile/proxy-access>

Proxy Access can be requested at the practice. A form can be collected from the front desk or via the website.

### **4.3 Impact of Brexit on Availability of Medication**

Does the Practice have any plans in relation to this, e.g. any intention to stockpile medicines. It was suggested that this might become more important as a "No Deal Brexit" became more likely.

It was thought that the impact on the Practice was likely to be small, where as the impact on Pharmacies and Drug Companies might be substantial. It would be best, therefore, for the Practice not to change plans or stockpile.

### **4.4. Annual Election of Chairman**

The annual election for the role of chair of the PPG will take place at the October meeting.

	<p><b>4.5 New Members</b></p> <p>Two new members have been appointed and it is hoped that they will be able to attend the next meeting.</p> <p>The question of recruiting younger people as PPG members was raised. This is generally agreed to be desirable. However, though we have tried to do this, our efforts have so far been unsuccessful.</p>
<p><b>5</b></p>	<p><b>5.1 Next Meeting</b></p> <p>The next meeting is scheduled for: <b>15<sup>th</sup> October 2019</b></p> <p>Reminder: All meetings start at 5.30 p.m.</p>