

## PPG Meeting Minutes

**Thursday 19<sup>th</sup> July 2018 18:30**

In attendance: Louise Masterson, Laura Dransfield-Forsythe, HF, AH, MH, MK, RC, JM, BW, DV, HB & Dr Bhandal.

Apologies: TW

### ***Dr Bhandal gave an update on the new surgery***

Currently delivering the service from 3 sites, but within 2 years will be joining with Cape Road surgery in the new building.

Planning applications almost ready to go in. Have extended the existing contract until the move takes place. Brese Avenue will continue. Dr Richard Meaden owns the Cape Road premises and is keen to be informed on the timeframes which are approximately March 2020.

16 GP surgery rooms with a chemist included in the new build. There will be a large lift and 41 car spaces to include staff. A question was asked about disabled spots and it was confirmed that there would be.

There was a question about bus accessibility and planners are exploring options ahead of submission. Thereafter there will be a 3 week waiting period.

### ***PPPG - Feedback from HF***

HF had emailed members his notes on the two SWPPPG Meetings which he had attended in May and June together with the papers relating to those meetings sent to him by the SWCCG and PPPG.

Task list for the last 2 meetings of the PPPG: Healthwatch to attend a PPG Meeting in the future. AH to look into. Abbey Walking group - could this be replicated at our surgery?

With regard to the contract for the provision of an Extended Hours GP Service, negotiations are currently in progress between the South Warwickshire Clinical Commissioning Group and a consortium comprising the GP Federation, Care UK (who currently provide the 111 Telephone Advice Service and the Out of Hours Hospital GP service) and SWFT (South Warwickshire Foundation Trust who run Warwick Hospital). No announcement has been made as to the outcome. Members of the tripartite bid's team have been viewing surgeries as possible hubs for delivering the projected service. This new Extended Hours GP Service is separate from extended hours for appointments already offered by the Priory Medical Centre. Dr. Bhandal pointed out that this present service is likely to be merged with the new service when it becomes live. HF is attending meetings of the GP Federation, together with other Representatives of GP Practices, to offer feedback on the GP consortium's Extended Hours Bid.

There was a question around Hospital Parking and a discussion around parking generally but perhaps the new Stratford Hospital will ease the pressure on Warwick?

HF attended the patient's forum at Warwick Hospital - an overhaul of the bookings

service is taking place in order to give patients a choice on appointments that suit them. In addition, there is a requirement to cut jargon from letters and standardise letters and manage follow up appointments. There appear to be problems with the hospital patient electronic access system.

There was an impressive presentation by representatives from District Nurse teams on their work. They regarded their service as being "Wards without walls". Morale seemed high but recruitment was becoming a problem with the retirement of senior experienced personnel.

Better liaison between District Nurses and Social Services is required.

### **GDPR**

Practice policy on GDPR may need to include the PPG. Louise/Laura will contact Jon and TW to discuss and resolve. For the next meeting, Louise/Laura will arrange for hard copy documents to be produced, to be signed by those members of the PPG on email, to permit their email addresses to be held by HF or any other authorised member of the PPG for the purpose of communicating with them on matters relating to the PPG.

NB. With the exception of JM (first meeting), HF has email approval to hold their email address from those members of the PPG on email.

### **Communications**

From 1st September onwards, referrals will have to go to online to book an appointment to see a specialist - if not online then there will be a telephone number.

Patient access EMIS is secure – prescription by email request is no longer available so will be finishing in August.

Receptionists have been trained to support patients logging onto this platform, 22% of patients are using the system.

You can see headers of illnesses and the platform is not completely populated - second level of access is available only if you bring into the surgery photographic ID plus evidence of residence.

If there's a newsletter EMIS should be included therein. Prescriptions cannot be ordered by phone unless there are special circumstances. There are 18,000 patients at the surgery with up to 20 telephone calls at once and generally the feeling is that the system is working ok.

Should there be a training session on how to use EMIS - or a You Tube video?

It was suggested that the late opening times should be in the next Newsletter along with the doctors rota.

### **Recruitment**

Dr Grocock is leaving but 2 extra clinicians have been recruited. In addition there are 2 new receptionists Iva and Liz.

**AOB:**

Dr Bhandal spoke about document management - currently all letters are scanned in to be read by clinicians however they are looking at non clinical letters from hospitals being screened.

Seeing the same GP saves lives - everyone has a named GP however you can see whichever doctor is available. Continuity is invaluable. A question was raised regarding Well Man Clinics – there are healthchecks for over 45s.

***Next meeting***

Thursday 18th October 6.30 - AH to invite Healthwatch to attend.