

Minutes of a Meeting of the Patient Participation Group held at Dawley Medical Practice on Tuesday 17th December 2019 at 6.00pm.

In Attendance

PS (Chair), SW, SM, NC, BA, NM (Practice Manager), SD (note taker).
JC (a new member) was welcomed to the meeting.

Apologies

JE, BK, DC, DN.

Minutes of Last Meeting

The minutes had been circulated and were agreed as a true record of the last meeting.

Matters Arising

i). Terms of reference. PJS – it was very hard to get the practice demographic represented. The PPG had suggested putting up posters. Many posters were copyrighted so PJS had prepared his own and these are up in reception.

ii). JE commented that she was unaware the date of the meeting had changed – this was in the last minutes.

iii). GP – Dr Olakareem (salaried partner) had now left the practice.

iv). Signposting – there was a clear list in reception of where patients should be directed when contacting the practice. Signposting could mean for example a query about diabetes being directed to the nursing team, a medication question to the clinical pharmacist who was now in the practice.

v). A&E Attendance – PJS – unfortunately if patients don't get what they want they are going to A&E. This was a nationwide problem. Posters about whether A&E was really necessary are up in reception.

vi). Staff training – there were new staff in reception who are still being trained. Another member of staff will always sit with them while the training was ongoing.

vii). Extended Access. BA – had tried to make an appointment but one of the staff on reception didn't seem familiar with the system. SW also queried the contact telephone numbers – stating it wasn't easy for patients to cancel extended access appointments as no text option. NM explained that during the day, patients should ring the practice to cancel an extended hours appointment, and out of hours the hub should be contacted. She understood that the booking system for extended access was different to the one used by the surgery, so this may be a technical issue. As noted previously, Dawley has a different phone system and this cannot be done automatically. As also noted previously Dawley cannot change the current practice phone set-up due to a 7 year contract tie in. PJS – A CCG meeting to review the extended access service will be held before the Christmas.

For Action:

NM will remind reception staff that extended access should be offered to patients and will check the contact numbers given are correct.

NM to give feedback to the call centre about cancellations.

Practice Update

NM – Yesterday the partners announced that Dawley Medical is merging with Loomer Medical, a group of GP practices in Staffordshire. Loomer Medical will share GPs with Dawley as well as back office staff and systems. Dawley has struggled with GP numbers for some time. The practice

has been using locums which are very expensive, do not give consistent patient care, and is not sustainable. The problem was alleviated slightly by the return of Dr Davies from sickness and the appointment of a new Advanced Nurse Practitioner and Clinical Pharmacist. However the practice is still short of a GP, and Dr Pitchika has resigned (for family reasons) and will be leaving at the end of March 2020. The partners have therefore considered several options including folding the practice or merging with another surgery in Telford. The contact with Loomer had come from NHS England, and the partners feel it is the best way of ensuring continuity of care for patients. Dawley Medical Practice will stay as a practice, none of the present staff will lose their jobs, and patients will not be expected to travel to Stafford. The benefit to patients is that more resources will be brought into the practice both in terms of clinical staff and back office support. Two GPs from Loomer will start work in the New Year on Thursday and Friday. On a day to day basis nothing much will change for patients as fundamentally the merger is a financial and management arrangement. Loomer Medical is a group of six practices and does not have individual practice managers. This means the recruitment process for a new practice manager at Dawley has been ended, and NM will stay at the practice until the transition is complete (April 2020). There are three team leaders at Dawley Medical (reception, admin and nurses) who will be taking on more responsibility to ensure the smooth running of the practice. Finally, it was noted that Dr Hussain has been working as a regular locum. He is very popular with patients and has been asked if he will join the team on a permanent basis.

Finally, it was noted that all the documentation for the refurb has been sent to the CCG/NHS England, and a meeting has been scheduled. This has just been rescheduled by the CCG at the end of January. There is still no news about the car park although NM has raised several queries with the landlord.

For Action:

NM to prepare a notice regarding the merger – this will be go on the practice website tomorrow and also up in reception. A letter to patients is also being prepared which will be available from reception.

NM/SD to consider producing a newsletter.

Local NHS News - PJS

- i). Telford A&E. The future of A&E in Telford is still not clear and negotiations continue.
- ii). CCG changes. Shropshire CCG & T&W CCG are forming a new strategic commissioning body (hopefully after Christmas). The new body should be up and running by April 2020 when the two CCGs will cease to exist. There will be job losses over the next few months.
- iii). Plans to phase out green prescriptions and send all scripts electronically are currently on hold.
- iv). There are plans to introduce an online triage system. A pilot study is already going on in Donnington. The aim is for a response from a GP within 48 hours. However it appears there are problems with the software. NM – Dawley is still waiting for a demo.
- v). Plans for NHS 111 to book directly into the practice's system are on hold. Dawley is a pilot site and expect this to start again shortly.

Meeting Dates for 2020

It was agreed that the group will split the meetings in 2020 between evening (Tuesday) and lunchtime (Wednesday). It was requested and agreed that the December meeting should be at lunchtime, so that members did not have to arrive/leave in the dark.

For Action

PJS & SM to sort out dates.

Productive General Practice

NM – Further to the last meeting update, a lot work has been done in-house looking at various processes: In addition to the prescriptions mentioned last meeting, the flow of documents into and around the practice has also been reviewed. The aim of this is to ensure that these processes are as effective as possible i.e. that only letters that require a GP review or action are sent to the GP for example. The practice has also looked at 'frequent flyers' as less than 5% of patients use 20% of resources. Some patients have visited the practice more than a 100 times in a year, others more than once a week. When the data was reviewed it was noted that many of the 'frequent fliers' were attending for chronic wound care. There is a complex wound care service locally, and the practice can refer to this for patients whose wounds are taking time to heal – the review has therefore meant that patients are referred to this service sooner, and so have feed up nursing time. Some of the frequent fliers are also patients with complex needs, and often mental health needs, and the practice is looking to see if there are better ways to manage these patients. The overall aim of the work is to free up more appointments and reduce the administrative burden on the GPs.

Practice Survey

Another practice survey is currently being carried out over the next couple of months.

The meeting closed at 7.05pm.