**PPG – 20/07/2022**

**Minutes**

**Attendees – Brian Griffiths ( PPG member), Jane Mason ( Practice Manager)**

During the quarterly PPG we covered the below topics.

**Feedback National Survey**

Jane Mason shared the below data following the National Patient Survey

Where we as a practice scored highest in comparison to local providers.

62% of respondents felt that they had enough support from local services or organisations in the last 12 months to help manage their long term conditions

49% of respondents are satisfied with the general practice appointment times available

90% of respondents were given ta time for their last general practice appointment

Where as a practice we have some work to do

40 % of respondents describe their experience of making an appointment as good

84% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last appointment

82% (ICS 87%) of respondents felt their needs were met during their last general practice appointment

**PPG – personal experience/Feedback**

Mr Griffiths was a pleasure to speak with and it was helpful to hear about his experiences at the practice. Mr Griffiths described what changes he has seen at the practice.

We discussed the difficulties of booking appointments and the challenges we face as a practice.

**Update on practice changes** –

Online booking will go live in August and pts can access appts via the NHS app. Pts can enquire about this at reception or online.

Changes to phone options – improved backlogs but still some way to go

Changes to providers due Sept/Oct 22 – further functions and improvements for patients and staff

Website is set to be redeveloped and improved in coming months.

**Violence & aggression**

Jane Mason advised that the practice has seen an increase in the violence and verbal aggression in recent months from patients and for the safety and security of staff and patient we are looking to change the access – this will be communicated out to patients and is in the best interests of all.

**Friends & Family Test**

The friends and Family test will be rolled out shortly and we look forward to hearing the outcome of that. Patients are still being prompted to share their experiences via the patient survey which can be accessed via the GP website

**Integration with UHB.**

Now the day to day running of the practice is more settled we are exploring with UHB how we can best integrate both from IT and patient care point of view. We want our patients to be able to benefit from the links with UHB, that we are able to explore new technologies, new ways in which we can treat our patients

Mr Griffiths was keen to hear how this was going and spoke about how this was a feature sold to them in prior PPG meetings. Jane Mason advised that we are looking to incorporate more systems that will benefit the patient and we will be looking to trial some systems in the future.

We discussed how the merger has benefitted staff, staff have access to more personal development, training tools. Access to specialist training from the trust for clinical staff. A wider support group for personal issues as well as work related issues.

**ICS/ICP/ICB – Changes**

Jane Mason briefed Mr Griffiths on the changes coming in to effect, we are moving away from the old model of CCGs and these will be replaced by ICS and ICB.

**Integrated care System**

Developed by the Department of Health and NHS England as part of the Governments Health Care Bill.

In light of the covid pandemic, service providers in the NHS came together to care for their patients and population, changing the way we worked together and how decisions were made.

It was clear that a one size does not fit all. Local services managing local needs, what works best for the local area. The aim is to help tackle health inequalities, managing complex, chronic conditions.

**Integrated Care Partnership**

A broad alliance of organisations and representative concerned with improving the care, health and wellbeing of the population, jointly covered by local authorities and the NHS.

A forum for NHS leaders and local authorities to come together as equal partners. The ICP will integrate care strategy to improve health and care outcomes and experiences in the populations.

Integrated Care Board

Statutory body is responsible for commissioning of healthcare in the Integrated Care System area, bringing the NHS together locally to improving population health and care.

**CQC preparation**

We are now preparing for an upcoming CQC inspection as a new registered practice this will be a full assessment and that staff and management at the practice have been working hard over the last 6 + months to develop procedures, update processes, improve communication both with pts and staff, ensure that the practice is performing on all 5 level of the CQC inspection.

Caring – ensuring pts are treated with kindness, respect and compassion, are pts involved in decision making, support and treatment. How is privacy and dignity maintained

 Safe – Processes are up to date in managing at risk pts, identifying safeguarding leads. That all staff are aware of the processes and have safe routes to raise concerns. Do staff have the appropriate information, training to deliver safe care and treatment. Ensuring safe medicines management, prescribing etc. How do we record safety concerns and how proactive are we in learning/sharing.

Effective, Is current legislation followed when managing pts care. Ensuring staff are trained, knowledgeable, and able to provide an effective service. How does the practice support pts to live healthier lives.

Well Led – Is there appropriate leadership, are all HR processes followed, do the staff feel supported. Are their health and wellbeing needs being met. Has the appropriate training, induction and support been offered. Ensuring mandatory training and professional training is up to date. Are there good processes that encourage effective, safe working. Are there clear roles and responsibilities in the practice. Are risks managed. All information is up to date and relevant both for patients and staff. Are the practice management team engaging with the population/service users and its staff. Is continued learning encouraged – personal growth and development.

Responsive - Offering a personal care approach, ensuring individual needs are being met. How can pts access treatment in a timely manner. How does the practice receive, manage feedback, complaints and how does this feed in to improvements.

**15 Steps Challenge**

Purpose – help staff and patients to work together to identify improvements that can be made to enhance patient and carers experience. It is a collaborative process and should include both staff and patients.

Helps service providers to understand their patients first impressions of the clinic and environment and how this impacts their experiences.

We will send out a copy of the 15 steps challenge to our patient participation and we will ask for your input and support. This will allow us to improve the first impressions for patients and to challenge perceptions.

**Flu Vaccination** roll out in August – first vaccine clinics to take place in September.

Next meeting to be confirm for October 2022

Details to follow