

CAPE HILL MEDICAL CENTRE

PATIENT PARTICIPATION GROUP MEETING THURSDAY 24TH MAY 2018

Attendees:

Ian Millership – Chair
Andrea Fray – Practice Manager
Ida Deodath Singh
Jonathan Dawson
Carol Maloney Jewkes
Beryl Budd
Mino Arab – minute taker

1. Apologies:

Margaret Millership
Stephen Moss
Jean Moss
Carole ??

2. Minutes of last meeting.

The minutes were viewed and agreed as a true reflection of the meeting. Andrea has not caught up with Carole about the newsletter and she will contact her and liaise re moving this on, and feedback to the members. (*ACTION AF*)

3. Patient survey results

Andrea thanked the members again for participating in this. There were 504 responses in total with the same questions used as last year with one addition concerning patients leaving the site and getting onto Raglan Road. The survey result presentation is yet to be agreed by the chair and will then be added to the website.

Andrea went through the survey results which can be found on the website. The members agreed that great improvement has been made compared to last year's survey. A few minor amendments need to be made. Andrea to amend and send the survey to the chair for ratification and then add on website. (*ACTION AF*).

4. Online access + 5. 8 til 8 opening time.

The chair asked about the number of appointments being released online as there never seems to be enough. Andrea confirmed the online appointments are put on every month but due to demand they are taken very quickly.

The practice have been reviewing the appointment system against demand. There is also a directive from NHS England for practices to start the 8-8 working from 1st October 2018 and not

the 1st April 2019 as previously stated. The practice have looked at how we can provide this service and following on from liaising with the local CCG, the Partners have taken the decision to have an association with “My Healthcare” who are a federation working with numerous Practices and provide out of hours services.

Andrea explained that My Healthcare have very similar ethos to CHMC, they are all about patient care and not for profit with very little management structure. There are 5 HUBs which currently provide 8-8 hours, weekend and bank holiday appointments which also includes provision of specialist clinics, phone/online triaging service.

Andrea informed the group, that CHMC is discussing it’s options within this federation including becoming a HUB status. By federating with My Healthcare, it would allow our patients greater access to primary care as patients will be offered appointments across all the HUB sites. This will mean more appointments, appointments to suit people who are working etc and access to specialist clinics i.e. physiotherapy clinics, diabetes, asthma etc. there is sharing of clinical systems to allow continuity of care.

Andrea asked PPG members what their thoughts were on this.

Ian asked if the surgery will be open from 8-8 every day. Andrea responded that providing 8-8 working will depend on local needs. The Practice are to provide ½ hour for every 1,000 patients on our register which means that we have to provide 15 hours per week extended hours (outside of our 8:00am – 6:30pm core working hours). The practice are then asked to look at times when extra opening hours are needed and to include weekends and bank holidays

Ian also asked how the GPs are being protected as they will have longer working hours etc. Andrea responded that this one of the reasons for joining a federation. It will allow for greater access to healthcare professionals, not just the ones working at CHMC. The extended hours could be provided by GP’s, Nurses or HCA’s from outside of the Practice should the Practice staff choose not to work the extended hours. Likewise our staff also have the opportunity to work in any of the other HUBs should they so choose to.

Jon Dawson asked if more Doctors will be recruited, Andrea responded that the practice will need to look at staffing levels which will include clinical staff.

6. Newsletter

Andrea has not met with Carole and she will catch up with her and bring her comments back to meeting. (*ACTION AF*).

7. AOB

a. GDPR

Legislation for data protection has changed. GDPR is an addition to the Data Protection Act. All patient data is already covered under the Data Protection Act and Health and Social Care Act. From 25th May 2018 we have to share with the patient and staff, where exactly their personal

data is shared We have arranged for lots of patient notices to be placed in waiting area informing of these changes including notices on our website

Andrea informed that no patient identifiable information is sent outside the NHS without patient prior consent. We have to tell the patient exactly who the data is being sent to i.e. if the Doctor decides to refer to secondary care verbal consent has to be obtained and patient informed that their data is being sent to secondary care. Andrea also has to ensure Practice staff are kept up to date with where their personal data is being shared externally.

Andrea will be writing to all PPG members to gain consent for using their names in PPG documents which is shared in the waiting room and online.

b. My Health Care pack

The members asked if they could have a copy of the “My Health Care” pack, Andrea said she only has one copy of this, they will be sending more copies and Andrea will distribute these to the members when they are available (ACTION AF)

C. Rubbish across the street

Carole asked if Andrea could contact the Council again regarding the rubbish across the street. The rubbish has built up and not being cleaned. Andrea has already spoken to the environment department at the Council but she assured Carol that she will get in touch with them again. (ACTION AF)

Ian continues to work with AF regarding issues with car exit from the car park. Further information to follow.

DATE OF NEXT MEETING: THURSDAY 19TH JULY 2018 AT 4.30PM