

Minutes of PPG Meeting Monday 18th September 2017

Apologies V Sheen, R sheen, M Emery, D Emery, D Deardon, Healthwatch Representative

Present: J Higgs (chair), P Bonner, G Gee, M Lester, P Denny, S Roberts

Update J Higgs

JH recently attended CCG locality meeting. Circulated CCG commissioning intentions for next 2 years to all PPG group members present, any feedback on the document can be passed to SR.

Discussed Primary Care working at scale, working together to deliver 7 day Primary Care, Urgent and emergency care, Maternity and Paediatrics Out of Hospital Care and Mental Health. JH suggested that the CCG needs to be discussing what has been achieved.

A discussion around implementing a peer review process for GP's was discussed due to the escalating referrals being received by secondary care, SR confirmed that Practice is not participating, the Practice currently peer review internal referrals, as a teaching practice GP trainee referrals are reviewed by the Trainer.

Admiral Nurses – JH confirmed that as North Warwickshire have a dementia navigator, Admiral Nurses are not commissioned.

JH discussed with the CCG the difficulties recruiting Doctors to North Warwickshire, training GP's are not required to stay and work in England following completion of training and are free to take up posts abroad. JH will be contacting Marcus Jones to raise in Parliament.

SR will investigate why the March minutes have not been posted on the website, and check website contents.

Connectwell

SR circulated information regarding the above service. Connectwell offers support to both GP's and patients in connecting patients to other available services to talk and socialise with others, this covers a range of services classes, clubs, groups, activities, care services, disability support, counselling, befriending, financial and family services, housing, education and employment support. The practice has agreed to support connectwell and has organised a monthly session at the practice, patients can self refer, GP's and Nurses can refer into the service. All present agreed the service will be beneficial to Patients and assist in support Health Care Professionals within the Practice.

Staffing Developments

SR confirmed the appointment of a Salaried GP Dr Sultana who will be working 3 days per week. Dr Bezzina ST3 training GP will be working in the Practice for the next year. The Practice is also supporting a clinical pharmacist N Mandava during her prescribing training for 6 months, she is currently reviewing prescribing, medication reviews and supporting GP's with prescribing issues and working with local pharmacies.

Osteoporosis support group

SR has added the support group session to the PPG noticeboard, this has had a lot of interest with patients. The Headway Support Group information based in Nuneaton has also been added to the board to support people with acquired brain injury available to family and carers. SR encouraged all PPG members to make use of the board with information that may be of benefit to patients.

GP Resilience Fund

SR applied for funding towards locum cover in preparation for the winter pressure period as Dr BG will be retiring at the end of December which will leave the Practice with appointment pressures and likely escalating waiting times. This has been approved and will fund a locum for 2 days per week for 13 weeks any unused funding is returned. The practice hope to recruit an additional salaried GP, our current GP trainee may be interested in taking up a permanent post in August 2018 on completion of his training and we may recruit a clinical pharmacist following the 6 month placement review.

Flu Clinics – SR confirmed the clinics have now been organised for October, 2 walk-in clinics on Saturdays, additional weekly sessions have been organised for child nasal flu's and nursing team have organised home visits for housebound patients and nursing homes.

POD

SR discussed the implementation of the POD, a central prescribing line based in Heron House Nuneaton. This will assist in reducing prescribing wastage and is working well in Coventry reducing wastage and saving the NHS money. Patients will contact the POD by telephone which is a local rate call and order the medication they require each month. Patients will continue with their usual nominated pharmacy for dispensing and collection, this is not affected. The service will provide the practice with information leaflets for patients prior to implementation and local pharmacies will be informed. The PPG were concerned about telephone contact, volume of calls and waiting times, the cost of calls, how changes in medication will be actioned and will there be enough call handlers as more Practices begin implementing the service.

SR confirmed that the Practice also raised these issues with the service and were assured that there are sufficient call handlers to meet demand and that there have been no incidents reported in previous areas, there are always teething problems as patients start using the service, but it was clear that these issues soon diminish and wastage is reduced significantly. All agreed it may be a little chaotic but will use the service once implemented and report any issues directly to the Practice.

AOB

JH and PB have completed an application to request a free laptop for the PPG group, the group suggested the equipment would be useful to support a training session for our older patients that are unable to access the online services. JH and PB are happy to volunteer their skills to provide a training session. SR confirmed that the Practice had been contacted by the CCG to install wi-fi in the practice. Once installed a regular training session can be organised.

Date of Next Meeting: TBA