

PPG Meeting 5th November 2018

Present: Chair Jeff Higgs, Paul Bonner, Derek Emery, Derek Pickard CCG, Marie Emery, Gwen Gee, Pauline Denny, Marlene Lester, Margaret Woodward, Valerie sheen, ray sheen

Chair Update

JH attended the recent commissioning meeting A Green was present. Discussed stroke services, consultant led at UHCW, GEH only for rehabilitation. Patients concerned re transport issues to attend UHCW, UHCW do not have as many beds as initially thought.

Consultant Connect:

Practices have access to Consultant Connect for advice/guidance to reduce A&E attendances, referral and diagnostic tests, overall there has been a proven reduction in attendances following implementation. SR confirmed the practice are using this service.

POD – appears to be working well

Sept Meeting: Glen Burley attended –discussed GEH

Cancer targets 91%

A&E – not meeting response time targets

18 week operations target 86% being met

Scope for improvement

CQC requires improvements otherwise in danger of being placed in special measures

18.5m deficit

GEH – staffing issues – engaging agency staff

SWTrust – have no problems – financially sound with no staffing problems

Plebotomy Issue: - still waiting time issues at GEH since introducing appointment system as they have capacity issues. Newtown Road appears to have quicker appointment times available and will be offering further capacity.

PB felt the 5th November meeting CCG will be poorly attended

Attendance from other Practices are falling

There has been no feedback on the phlebotomy issues the Practice raised with JN at CCG

GPAQ Survey Results

SR shared the August results with the Group

All agreed contacting the practice by telephone was historically an issue

SR had opportunity to secure funding for front end telephone solution enabling patients to book routine appointments by telephone, thereby reducing calls to practice and to offer fairness to patients without computers to book appointments 24 hours per day 365 days per year.

All agreed this would be helpful.

Staffing Update

MW retiring 31/12/2018, DB leaving 14/12/2018, ER maternity leave 14/2/2019

SR has submitted bid to support locum costs to cover winter pressures.

No response to recruitment adverts. Locum cover will be required. Possibility of Salaried GP May 2019.

Extended Hours

Currently offer 6-7 hours per week also using Blackpear GP OOH services until 9.30 pm at Chancery Lane Surgery, working well. Book weekend appointments in advance.

In-House clinic

Hypercholesterolaemia – monthly clinic – GP's refer directly into this service

Incontinence – follow up clinics weekly

AAA screening – refer men 65+ for screening

Retinopathy – all completed

Physiotherapy – weekly GEH provides service

Antenatal – 2 full days clinics weekly

IAPT – 1 full day session weekly

CCG Med management

CCG provide pharmacy technician working from practice weekly. Working through prescribing, switching with GP approval, provides advice etc.

Transformation Fund, successful with bids for new spirometer and training, dermatoscope and training and awaiting Voice Connect approval for front end telephone solution

Flu Clinics – clinics poorly attended, vaccine not delivered to meet early clinics – nurses finding it difficult with all different vaccines and nasal flu.

List size

Now 12,000 patients and increasing

Next Meeting: Monday 12 February 10.00am