

Patient Participation Group Meeting 11th February 2019

Minutes of meeting

Apologies: Marie Emery, Gwen Gee

Attendance: J Higgs (chair), D Emery, P Bonner, P Denny, R Sheen, V sheen, M lester, New member J Smallwood

Chair Update

Attended recent CCG meeting at GEH January 2019. PPG member attendance has been dropping, only 12 practice represented at last meeting. Discussing ways of increasing attendance, moving venue and time of meeting may improve attendance.

Formal minutes for future meetings will be bullet points rather than full minutes.

CCG commissioning receive £238m budget for Primary Care Services, Acute/Hospital and mental Health services

Commissioning Intentions: GP's working at scale, practice working together and offering 7 day access and same day urgent care. Improved care in the community to free up space in secondary care, offering rehabilitation at home.

Discussed WNCCG benchmarking against National targets.

GEH accident and emergency department achieved the waiting time target 92% of the time
Ambulance response times were better than the national average in this locality

Phlebotomy Update: Rose Ewans (NWCCG) explained 95% of patients reported as satisfied with phlebotomy services using a "smiley face audit" – most patients don't bother filling this in, this may not be a true reflection of the service. PPG members reported the service has improved recently, since the introduction of the community blood taking services, with waiting time and telephone communication improving.

CCG Community engagement programme

Trying to reach all ethnic groups to improve health inequalities, a recent meeting held in Edward Street was useful, J Higgs has asked for future meeting dates and he will attend representing practice.

GEH Car Parking – money from parking flows into the hospital, PPG members asked CCG to find out how much is received and where this money is spent. Patients would understand if this income is spent on patient services if not on the maintenance/security of the car park, but members felt the GEH needs to be open about how this income is spent.

Stroke Services

Rose Ewans will follow this up to report back to the group on how well the service is working since acute patients are taken to UHCW and transferred to Rugby or George Eliot Hospital once stable for rehabilitation.

Chair circulated a PPG update form for completion to be returned to the CCG. This evaluates how well the PPG is working within the Practice, achievements, challenges, patient access and communication. J Higgs will complete and submit.

Service Update

Dr Rowe will be taking maternity leave Dr Charles will replace her sessions

Dr Willett retirement – locum GP is covering sessions
Dr Sultana is leaving the area and will be leaving in April, Partners are currently discussing replacement sessions.

Currently have 3 sets of medical students in Practice and 1 GP registrar until August 2019. GP registrar may be interested in taking a permanent salaried post in the Practice.

In- House Services: Marie Stopes and BPAS are applying to provide the termination counselling service at the Practice, BPAS require 3 rooms, we will find it difficult to offer this volume of rooms, we will await the outcome of the tender. Marie Stopes do want to continue from the practice if they are successful with the bid.

Flu/Cytology

We currently have a cytology champion C Wright, she will be working with Emily on educating patients, practice already lettering patients regularly for cytology and flu, we are slightly below the national average for cytology although meeting our quality targets. Flu attendance could be better but with the changes to the flu last year it was chaotic, hopefully we will receive all of the 65 and over vaccine in one delivery as this had an effect on clinic attendance last year.

Voice Connect/patient Partner

Had an engineer complete site inspection, awaiting the IT installation and draft automated message. Once approved this will be added to the front end of our telephone system which will allow patients who are unable to access our appointments system on-line . Offering fairness and equity to all our patients by offering patients the ability to book appointments at the practice when we are closed.

Primary Care Networks

These will be set up in the near future via the Federation, Nuneaton, Bedworth and Rural North PCN's will be developed. Focusing on reduction of avoidable A&E attendances, admissions, and delayed discharges. Funding will support more health professionals in the future, including clinical pharmacists, physician associates, physiotherapist, paramedics and social prescribing link workers providing tailored care allowing GP's to focus on more complex needs of patients. Reducing avoidable hospital admissions and attendances and delayed discharge.

We will be offering same day bookings direct for NHS111 as from April 2019.

IT funding to provide digital video consultations and full patient record access in 2020

AOB

Ear Syringing – not available at Practice, this can now be referred to Chancery Lane Surgery, Specsavers charge £35.00 per ear

Car Parking at University Hospital Coventry – is now number plate recognition similar to GEH.

Group would like to raise money towards improving children's play area.

All agreed raffle soft toy for Easter – J Higgs will organise

P Bonner will research waiting room toy costs

Group interested in setting up a walking group around Nuneaton, practice staff can refer patients to the group to improve activity. SR will advertise for volunteers to lead the group of walkers and to contact Jeff. J Higgs and D Emery will look at approx. 2 mile suitable walk.

Set up book swap area – 50p bring and sway – money to charity of choice

Practice to provide bookcase and raffle tickets.

J Smallwood (Ex paramedic who provides CPR sessions for British heart foundation) offer training events for patients locally for CPR.