

## CLARENDON LODGE PATIENTS PARTICIPATION GROUP

### NOTES OF MEETING 30 Jan 2018

**Present :** Michael Pearson (Chair), Marcia Davis, John Pickering, Martin Blows, Sam Grover, Maureen Hirsch, Stephen Gallagher (Practice Manager),

**Apologies:** Ann James, Dorrette McAuslan, Bridget Winn

#### Notes of last meeting

These were looked at by the group. These were approved. Outstanding actions would be addressed within the agenda. Stephen stated that due to the new system there was a difficulty in arranging for GPs to attend the PPG meetings. He will be looking into this.

#### AoB

None

#### Meetings attended

Stephen, Martin and Sam had met outside of the PPG meeting to discuss a plan for implementing the NHS questionnaire roll-out. Following on from the meeting a document describing the role of the PPG was designed by Michael and Martin and will be sent out to patients this week by email. It is hoped that patients will be encouraged to sign up to the Newsletter.

#### Friends and Family

The December results showed that patients were very positive about the Practice and the new system. The number of complaints about appointments and the telephone system had decreased. Maureen raised an issue highlighted by one patient about the designated GP for patients. Stephen explained that the GP you were registered with will be your designated GP. The PPG felt that this was confusing to patients particularly older patients and should be made clearer. **Stephen** said he would send the information used to inform patients about this to members for comment.

#### Practice Managers Report.

- The new music playlist for the waiting areas had been installed. John was thanked for his work on this.
- Public wifi is now available at the Practice. Stephen informed the group that a change of provider was planned as there had been a number of problems with the system.
- The satellite surgery is still being pursued but the building work on the care home has been delayed.
- The Reminiscence Project information has been distributed to the nursing homes by the Practice but no action has been taken by the Homes to date. **Stephen** will chase this up.
- The extended access bid is being pursued by the GP Federation. They have invited PPG chairs to attend a second meeting on this topic. **Michael** has agreed to attend.
- Stephen explained that the new General Data Protection requirements (GDPR) coming into force this year will have a big impact on the Practice. Although not directly affecting patients the Practice is required to implement a Privacy Policy covering every bit of data received or sent out by the Practice. **Stephen** will send out the new regulations and a draft of the Practice policy document to members. He asked if members could check the Practice document against the requirements to ensure it covers all aspects of the regulations, He would also be grateful for comments on the readability of the policy from a patient perspective.

## **Demand Led System**

Stephen informed the group that following the PPG questionnaire feedback the Practice was introducing four timed slots per day of two hours each when patient could choose to be called by the GP. However this may make it more challenging to manage resources. The Practice would need to ensure that it did not result in a “bottle-neck” of calls later in the day. This situation could result in reduced opportunities to fit in those patients who required a face to face appointment following the call.

The PPG felt that reception staff should be more pro active in helping patients to receive call backs from a GP of their choice. Also it was important for patients to be aware they could speak to a GP of their choice and that the GP timetable was made available and kept up to date.

Stephen stressed that although efforts were being made to accommodate the wishes of patients resource restraints sometimes prevented this. Stephen said he would be grateful for any feedback from **PPG members** re their experience of using the new system.

On line booking was an important and efficient way of using the new system and Stephen asked that **members** encourage the use of this by patients.

## **NHS Survey**

Sam reported that he had been working hard to produce the questionnaire in a suitable format. Martin offered to assist. Stephen said the timescales for distribution were fairly flexible as the NHS survey results will not be out until later in the year. Members felt that it was important to ensure a cross section of patients were encouraged to complete the questionnaire. It was also important to develop a rationale about why we were asking them to complete it.

## **Main Debate**

Stephen explained earlier in the Practice Managers report section about developments encouraged by NHS and the CCG to introduce collaborative working between adjacent practices and also to work on a place based model with eight other practices. The idea would be to share ideas and resources, filling resource gaps and providing patients with a more comprehensive service.

This led to a lengthy debate amongst members as fears were expressed that the NHS was being set up for large providers such as Virgin Care to take over. A new system known as Accountable Care Systems was being piloted in several areas of England where all providers including GPs were being encouraged to work within an all inclusive care system. How these systems would be managed or controlled was not clear and some members felt that if introduced in Warwickshire patients' interests would be ignored and GPs encouraged to give up their independence. Some members felt that outside speakers should be invited to the PPG meetings to inform members about the pros and cons of the Accountable Care system.

Michael expressed concern about this, explaining that as a PPG we needed to concentrate on the issues directly affecting the practice and working on resolving patients concerns. If we strayed into the political arena of commenting on the direction the NHS was going in then we would be exceeding our brief and moving away from addressing patients concerns about the Practice.

However it was agreed that the issues raised were important ones and needed to be addressed at some point. Stephen said that Accountable Care Systems were not an immediate problem for the Practice and felt that the PPG was currently fulfilling its proper purpose in assisting the practice in the way it had been doing.

It was agreed that **John** would send members links to websites enable them to fully inform themselves about Accountable care systems and **Stephen** would invite a partner GP to speak to the group about a GPs view of the future direction of primary care services in Warwickshire.

Meeting closed at 8.10 pm

**Next meeting - March 27<sup>th</sup> 2018**