

Royal Crescent Surgery

PPG Meeting Minutes 24th June 2017

Meeting No 2

Present

Dr Sarita Chopra (GP Partner), Kate Meacham (Practice Manager), Leanne Birch (Surgery Manager and Chairperson), Tracey Scorer (PRG Co-ordinator), Carole Cake (My Life My Care Speaker) & 7 PPG members.

Welcome

Tracey Scorer welcomed the group and thanked everyone for coming along.

Leanne Birch then opened the meeting and briefly went over the minutes from the previous meeting and then introduced our guest speaker, **Carole Cake from My Life My Care**

Carole gave an overview of the My Life My Care website, and how this site should be used as a Central Hub when searching for information. The website provides information and signposts to other agencies on how to live safely and independently in your own home, advice on social and eating opportunity's including lunch clubs, and day group's and activities, information and support for carers and much more. The website sign posts to many different agencies offering a wealth of help and knowledge.

We discussed how we can inform patients of this service?

It was suggested we could have a message on repeat prescriptions advertising this service, we already have posters in the surgery and flyers for patients. Carole said My Life My Care have had some of their staff visit libraries and day centres, and have been available to help people search for information on the website. They have also advertised in the local papers and on the radio.

Carole said My Life My Care can provide training for people wishing to help others use the site. Leanne will look into organising some training for reception staff and any PPG members who may be interested. We could possibly then have a member of staff or PPG member situated in the waiting room for a couple of hours each morning ready to help any patient gain access to information who may not have access to a PC at home.

Recent statistics show that 34% of people over the age of 74 are now using the internet compared to 4% three years ago, which is a huge rise in 3 years, and which will continue to rise. There is training available at local libraries for people who have never used a computer and wish to be able to send and receive emails, and use the internet safely or further courses for people with a little knowledge but wish to learn more. There is help available for all.

We will keep you informed of any training available for My Life My Care, should you wish to attend.

Locality PPG Event 17th June Review – Tracey Scorer

Tracey gave an overview of the recent PPG locality event where proposals for transformation of change were discussed.

Dorset is the 3rd largest CCG in the UK – Money is tight and we need to make the best use of the resources we have. GPs & their teams are under increasing pressure and increasing work load with a diminishing workforce. It is proving more difficult to recruit new GPs in the locality.

Local practices need to work together to share care/resources where possible to ensure services are sustainable and to establish new partnerships with healthcare providers.

In 2015 the Government declared there would be access to a GP 7 days a week by 2020. Theresa May has decided to bring this forward to 2018.

We will be obliged to provide weekday access from 6.30pm – 8pm and some hours on a Saturday and Sunday. There will be extra funding for this.

Practice Managers along with the CCG have met and discussed proposals for the way forward with a Local Sustainable Transformation Plan. Some ideas for W&P include:-

- Shared Care
- 7 Day working (not every GP practice 7 days a week, but 7 days across W&P)
- Work force training
- Locality Pharmacy Scheme
- Locality visiting service
- Care for frail patients
- Technology – using same computer systems across W&P for access to patients records
- Working at scale / together
- Public engagement – how can we work with you?

When discussing this with the PPG some members were worried that they may not get to see their named GP, and may see many different GPs losing the continuity of care we as a surgery have worked hard to achieve. For patients who visit the surgery more often, and have higher health care needs, continuity of care is very important. For patients who only see a GP once or twice a year, continuity of care is perhaps not so important.

It was discussed whether the extra appointments 'out of hours' would be used for convenience or need? Do patients actually want the extra hours? A recent survey stated 86% of patients were happy with the hours their surgery provides. We do well as a surgery on being to offer appointments the same day or within a week, but the survey is taken over Weymouth and Portland as a locality. Some other GP surgeries do not use a named GP system, and have differing waiting times for appointments. It was felt that some surgeries may benefit, and some could suffer with the proposed 7 day a week GP access.

We may need to look at the way we consult differently, and could take into consideration online consulting, and telephone consultations. Dr Chopra said these consultations however can take longer as you are working 'blind'. A consultation starts as soon as a person walks from the waiting room, and a GP can gain a lot of information by visual assessment which cannot happen on the telephone, therefore more questions need to be asked.

Practice Managers and the CCG will be working toward a local sustainable transformation plan across Weymouth and Portland regarding the 7 day GP access and we will keep you informed of any progress.

The locality plan has not yet been decided and patients are being asked for their views. It is important that all patients are given the opportunity to express their views. The Practice will make sure that the PPG group members are given details of all public consultation meetings and will display this information at the Surgery.

The group asked how the Surgery manages to offer a good range of appointments and service. It was explained that the Surgery works together as a team and has a 'todays work today' policy. The clinicians and admin staff work together and support each other. Appointment availability is carefully worked out and managed in advance. Systems are in place to identify and resolve backlogs before they accumulate. The Practice is also very forward thinking e.g we have had an acute home visiting service in place and now the locality is looking at a similar scheme.

Leanne discussed with the group what information talks or guest speakers they would like for future meetings? Some ideas for information talks were:-

- **Citizen Advice Bureau**
- **Mental Health Team**
- **Steps 2 Wellbeing**
- **Local Pharmacist**
- **Diabetes**
- **Healthy Choices**
- **Power of Attorney**

It was noted that there has been a mental health services review which is now closed. The group asked for an update at the next meeting. Tracey will ask a representative to attend the next meeting or for some information to be sent to us to present.

Leanne informed the group that following feedback from the group on the preferred day or time of day for PPG meetings, it seemed best to vary this month to month to allow members with certain commitments to be able to attend some meetings. Therefore the next meeting will be held in the evening.

Leanne then thanked everyone for coming and the meeting was then brought to a close.

*The next meeting will be held on **Wednesday 9th August 6-8pm***