



SHP PPG

Wider PPG meeting 25th July 2024

Monkspath Surgery 18:00 to 19:30

Minutes

Attendees SM Chair, ER Vice Chair, LW, SK, MM. SHP Steve New (CEO) (SN), Bal Devi (Head of Operations) (BD) Ed Turner (Digital Lead) (ET)

Twelve wider PPG members.

Apologies AS, GA, AD

The chair welcomed those present and introduced members of the committee present.

The **MINUTES** of the last wider meeting (AM) were approved as accurate. ER stated that they were online.

SM gave an update on the survey results which had highlighted certain issues. Although seen as very helpful the perceived complexity of econsult had been identified. This was raised at the SHP board meeting. The PPG planned to make this the first issue to address.

SM also explained the format of the meeting to follow.

SM introduced SN, BD, ET

SN gave a brief history of the need to develop the seven GP practices into SHP. This led a larger clinical team able to serve SHP catchment area with increased expertise. NHS England produced a policy document (2014) planning GP services which would lead to Primary Care Networks. Every GP practice has to be part of a Primary Care Network. Other recommendations and directions to Primary Care from NHS England (NHSE) including Modern GP Access (5/23) included in the NHSE guidance document "Delivery plan for recovering access to primary care", have directed the process of development of SHP services and would include deeper and consistent information gathering from all



Patients requesting an appointment in the future. SLIDES FROM THIS PRESENTATION WILL BE AVAILABLE ONLINE.

BD presented the following information. Vision is to provide Patient Centred Care through Care Navigation. To give consistent answers to the patient. Care Navigation Workforce under go comprehensive, teaching, training, monitoring and feedback. There are various skill levels of Care Navigation. The patient to see the right person at the right time. The digital outage on 19/7/24 had resulted in difficulties which had been a challenge but had been resolved with team work and hard work. The **question** was asked of those in attendance about increasing the number of patient in the call queue (see ET notes below for further discussion regarding telephone system). After discussion it was decided to leave it at 50 until the whole of the wider PPG could be consulted.

SM raised the issue of the automatic “no appointments available’ before any details of clinical need have been discussed.

BD to take this issue back to the administration team for review.

SM raised the issue of, when asked by the GP at your appointment to book a follow up consultation (GP cannot do this at the time) you are always told “no appointments ring at eight in the morning”

LW asked why Clinical Nurse Specialists (CNS) and Physicians Assistants (PA) were able to do this why GPs could not. It was stated that CNS and PAs were on a different system of delivery.

SN to take this back to team to clarify. Discussion on accessing blood results. Members of the wider PPG mentioned that blood result were available on the NHS APP. **SLIDES FROM THIS PRESENTATION WILL BE AVAILABLE ONLINE.**

ET Currently the licence for the telephone system will only allow of 50 in a queue. Average of 110 callers at 8 o’clock. Plan is to invest in licensing which could make available

(1) Systems that recognise who is calling before they are answered are available.

(2) larger call queue.

(3) call back functions.



SM asked why appointments could not be released throughout the day. Discussion not minuted. A further discussion on the repetition on the econsult form was held. A member of the wider PPG asked why econsult could not start earlier than 8 o'clock. There were several reasons given. The future development of econsult was discussed. SHP are consolidating and investigating how to progress with this system in a moderate and effective way. SHP are aware that some patients will require assistance with this system when it is in widespread use. Staff will be made available to assist. One advantage of this will be health information will be readily available for other health care providers.

SHP to explore the issue of an earlier econsult starting time.

ET, Gave a comprehensive session on the contents and uses of the NHS APP. Ways of registering were also detailed.

SLIDES FROM THIS PRESENTATION WILL BE AVAILABLE ONLINE.

SM made the point that people thought they were being "short changed" if they didn't see a GP. That there was a need for education about other health care disciplines.

Meeting concluded with a general discussion.

Next meeting of full PPG is 24th October, 2024 Time to be confirmed.

Signed ...*Sandra Matthews*..... Date*August 2024*.....