

**Shirley Medical Centre Surgery
Patient Participation Group (PPG)**



**Notes from the meeting
29 October 2019**

PRESENT:

(DB) Vice Chair; (DP); (MJ); (JS); (JW); (SM); (HB); (DR); (AD) Notes

STAFF:

(HH) Practice Manager SMC and B'field)
(Business Manager SHP)

APOLOGIES:

WS: PB: BS: JE: JH: PB

1. In the absence of the Chair, DB agreed to lead this meeting and **welcomed** everyone.
2. The **minutes from the meeting of 27 August 2019** were agreed as accurate and informative.
 - AD shared the **apologies** from those unable to attend this meeting together with a brief note from Barbara Sloan explaining that, due to other commitments, she was reluctantly stepping back from the PPG. She expressed her thanks and support for the group and wished to remain as a virtual member, receiving newsletters and other appropriate communications. AD also reported that JH intended to step back too. The group wished WS a speedy recovery.
 - **Actions arising** from 27.8.19 meeting

ITEM	ACTION	RESPONSIBILITY	OUTCOME
3.	Web site developments	JS	New IT manager only recently full time in post
	Call centre 'floor walk'	SM	Completed and article by SM in November NL
	Appointments' survey	HH SM PB HB	Deferred to next meeting
4.	Quotes for printing monthly newsletter	SM	SN approved going ahead with cheapest quote (DP)
	HRT updates	HH (Dr. LN) HB	SN commented that AD need to check future

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			articles from practitioners not part of the SHP for approval in case their view was not 'the view of the Partnership' SN
	Patient Chase	HH	Due for full implementation 2020 (see notes below)
	Admin and management reconfiguration and staff 'PPG Champion' identified	HH	SN updates- see below

ACTIONS carried over:

- SN to put JS in touch with IT manager
- DP, AD, JS, SM to liaise once printing complete and distribution ready

3. Updates from Practice Manager/ Business Manager/Operations Manager/ Partners

SN led this item:

- 3.1 'Patient Chase'** This service, to call patients with multiple conditions around their birth date for a review/consultation thus avoiding separate appointments had already been viewed by the group as a really positive move. It was not yet in place as it is governed by an algorithm that has yet to be finalized, hopefully within the next 12 months. Once in place it would, hopefully, pre-empt crises for these patients. Patients would see and feel no difference in their treatment and arrangements; the developments will be wholly administrative.
- 3.2** Senior reception staff to be in place from 1 November. These would be PPG contacts by email for an improved communication experience.
- 3.3** From 1 October SHP was a fully functioning healthcare partnership and a **Primary Care Network (PCN)**. The B&W brand is no more; we are part of a seven surgery, 55 000 patient, 154 staff, 36 doctor partnership providing a wider range of services by a range of health professionals. All patients are now on one list that can be seen by doctors across the partnership and there is just one contract now in place with NHS England instead of four.
- 3.4** The **Practice Manager** role has 'significantly changed' as a consequence the development of a new delivery model for SHP. HH (SMC and Blossomfield) and JS (Grove) are now primarily responsible and fully focused for 'patient services'/ customer care.
- 3.5** Finance, HR and Governance within SHP are now centrally driven with the base for all staff running these aspects at Blossomfield in what was the meeting room (hence its unavailability for PPG meetings!) ET – IT is also based at Blossomfield.
- 3.6** There are now the right number of staff, doing the right jobs but in the wrong places! Further work is needed to secure the best delivery model for the Partnership.
- 3.7** SHP are about to appoint their first Link Worker for '**Social Prescribing**' (link with these notes). This was being led by CASB (Citizens Advice

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Solihull) on behalf of SHP.

- 3.8** SN explained in response to a question by DB, that the Link worker will share the support of patients but will not have access to their record; they will report to the GP when the Link Worker report will be added to the patient's record. Doctors will lead on treatment and care; the link worker is a partner in the process, meeting needs in different ways. This is a national initiative and has national expectations.
- 3.9** There are now two Clinical Pharmacists within SHP and a third one soon to be appointed.
- 3.10 Extended Hours NHSE** require that the EH hub at Blossomfield surgery is open ½ hour per 1000 registered patients per week = 27 hours per week at the hub. 6.30pm- 8.00pm Mon-Fri and 8am – 11am Saturday and Sunday. Staffing is a doctor and one or two nurses. As a PCN, this provision and staffing has to be doubled to 54 hrs/wk and from 1 January 2020 plans are being considered for a second hub location to meet this requirement.
- 3.11** Gayle – nurse for diabetes delivering a 'diabetes remission' club and looking to vary its delivery method eg. group consultation approach. This is by referral only.
- 3.12 Extended Access services** This refers to the take up of appointments and their availability during the extended hours service. Currently all appointments with doctors are always taken up; nurse appointments are not. This is because they cannot, contractually, deliver the usual Mon- Fri services during these hours (they can only provide 'low-risk' treatments/services at these times). Now we are a PCN the service will be reviewed to provide new contracts and therefore a full nurse service during extended hours. NB. **Extended hours is a step up from extended access.**
- 3.13 Q** – Warfarin available centrally for all SHP patients at Blossomfield.
- 3.14** From 1 April 2020 phlebotomy services - all PCNs to provide. This could potentially be at Monkspath and Hasluck's surgeries but no decision has yet been made and discussions will start on this soon.
- 3.15** Ear syringing being recommissioned for Jan/March. GPs can still provide ear irrigation

The group were grateful for SN's (SHP Business Manager) comprehensive updates and appreciated his time. Staff communication makes such a difference!

DP enquired about the possibility of providing some online appointment training for patients unfamiliar with the technology. It was suggested that a PC in the waiting room would be user friendly and accessible. He was willing to lead on this to support staff and patients. SN then outlined the plans for the extension at SMC (currently at the tender stage) indicating a reconfigured reception area with online check in and access facilities together with a 'private area'. The entrance will be changed and there will be a 'meeting room', an extended call centre area and pods for video consultations. The biggest issue was car parking... no new space!

The group made further points about the lack of online appointment slots. SN said he would look into this.

The point was also made regarding waiting times when telephoning in. as a result of the discussion, SN agreed to reduce the list from 45 to well below this figure as being 43rd in the queue can put people off especially if it's for a cancellation and then they hang up.

DP asked SN about the challenge of Babylon (see note at end of document) and whether its service was better than a PCN. SN replied that it is a challenge and a threat but at the moment it is really only concerned with 'healthy' patients (the worried well). In Birmingham it is

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targeting university students and is part of the triage service University Hospitals Birmingham (UHBs) at the QE. It is a situation that needs monitoring. Patients need to be reassured that our personal health records are 'owned' by our GPs.

At SHP Dr P is launching our video consultation service to provide consultations to those who don't require a face to face appointment and to meet the challenges of a wide range of health options giving patients choice in how they receive health and care support.

4. Reports from local PPG meetings

- a) BSol Forum and SPPG Network – there were no new updates. Forum papers and presentations already circulated with papers for this meeting.

5. Correspondence

CP and AD waiting for updates from partners regarding the cancellation of the Single B&W PPG launch following their joint letter. Additionally, the PPG need clarification regarding the B&W brand following SN updates above.

6. Items for the PPG NL November (All)

This was now complete so content and information from this meeting will be communicated in the December NL.

7. SMC site issues/queries

- Telephone appointments – anecdotal experiences shared; more call centre staff to be appointed; survey of patients to elicit their views and their solutions; discussion around solutions, one being the reinstatement of options to reduce queues for appointments; cancellation option, results option, test results option in addition to online facility for cancellations. AD queried whether the message update by a GP was in place. This still to be actioned.
- PPG Champion – role to senior reception staff team
- PPG meeting space- a meeting room is planned for the new extension
- Single PPG – update from AD; together with CP from grove, meeting scheduled for 8 November to clarify the next step with this arrangement
- SMC extension – see above
- Website developments – see actions
- IT liaison – see actions
- SMC membership profile – not covered
- Request from BSol CCG – CP and AD have been approached by the BSol communications team to deliver a short presentation around the Partnership development and practice mergers. SN thought it a good idea and offered information he had in support. Following discussion after the meeting, decided that any presentation would be at a later date when developments clearer.

At the end of the meeting DR distributed a draft 'PPG Information' leaflet that he and AD had produced. Members were invited to give feedback so that the document could be agreed and printed to aid recruitment and information about the PPG for patients and staff.

8. Close of meeting

The meeting closed at 7.35pm



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Merry Christmas and a Happy New Year to you all!!!!

Date of next meeting:

PLEASE NOTE CHANGE OF DATE AND VENUE

**Tuesday 21 January 2020 at 6.30pm
SMC waiting room**