

Manor Medical Practice – Patient Participation Group (PPG)
Minutes of meeting held 17/10/18.

Present: Rafiq (Chair);Jamshad; Madeline; Barbara; Wendy; Ian (Minutes); Cath: Peter; Caroline; Prof S Ali.

Apologies:Dale (given @ last meeting)

Virtual Members: *Jenny Price; Elaine Beldon; Stephen Prosser; Karen Renicor; Anthony Sykes and David Sugden.*

Rafiq thanked everyone for attending and welcomed Peter who was attending his first meeting of the PPG.

Minutes of last meeting:

Proposed – Madeline

Seconded – Wendy

Agreed.

Matters arising from last meeting:

There were no matters arising.

Practice Issues:

Open Access: moved to Mondays & Fridays at Allerton and Wednesdays at Gillington. Practice considering the option to introduce it Mondays – Fridays. There are an average of between 350 and 400 patients visiting the Practice per week. There were between 70 & 80 people this morning at Gillington.

As everyone is aware it was established to try and manage the deluge of calls so that by 8.05 am all appointments for the day had gone.

This led to massive complaints from patients so the Triage system was introduced. This works but is very time expensive for GPs thus Open Access was introduced.

If a patient NEEDS to see a GP then use Open Access; if it's not urgent make an appointment.

The Practice is still trying to manage the workload but people turn up because they think it's the only way to see a GP, but there are times when it isn't necessary to see a doctor.

A form for choices is going to be trialled; instead of always picking the doctor there will be the option of choosing Nurse/Pharmacist/Medical Note. Hopefully this will lead to a more effective form of triage. It was suggested that Home Visit be included on the Choices Form.

Another option will be for patients to complete a form electronically on-line and send it via a secure email to Dr Ali. Again this is hoped to lead to a more

effective triage and a better management of the workflow. The form will create a Workflow chart so that staff can see where the demand is.

A large percentage of patients are already using the on-line process. It is currently being piloted by Dr Ali with a view to rolling out via Open Access and to be fully up and running early in 2019.

Extended opening hours are being introduced. All Practices are contributing 40 appointments across evening and weekends to create a 7/7 service.

The thrust is to treat patients in the best possible way that suits them.

AOB:

1. Members will remember the questionnaire that was commented on and some minor amendments were suggested. Cath has sent it out.
2. Self-Care Week: Seven Practices are coming together, although the turnout of Chairs was disappointing. The meeting was looking at:
 - A. What can we do for Self-Care Week and
 - B. What can the I/T people in the Practice put on the screens in the waiting areas? Dr Ali suggested a series of public health messages.

A draft proposal has been put to the CCG (which they like) for a grant to create a series of "Pull-ups" which could also be used for health messages.

3. Dr Munnaza Ali has recently joined the Practice. She is a new partner.
4. Dr S Ali has an up-coming meeting with Baroness Harding Secretary of State and Chair of NHS Improvement to discuss ways of transforming care. We are constantly looking at innovations e.g. Virtual GP and closer working with local Pharmacists.

Date of Next Meeting:

Committee members were asked to note the next meeting will be held on WEDNESDAY 16th January 2019 @ 1.00pm Girdlington Road.

Signed: Rafiq Sehgal (Chair) PPG

Date: 16th January 2019