

ELMHAM PATIENT PARTICIPATION GROUP

MINUTES OF THE MEETING HELD ON Wednesday July 9th, 2019

Present: Chair – Roger Thorneley (RT), Secretary -Liz Waddy (LW), Ken Walton (KW), Ted Sansom (TS), John Mallen (JM), Linda Rose (LR), Susan Brock (SB), Jenny Cunningham (JC),

From the Practice: Dr Simon Carroll (SC), Judith Wood (JW)

Apologies for absence: Gina Eames

The Minutes of the last meeting on July 10th, 2019 were approved and signed.

Matters arising:

Members Items:

- As part of being in a Primary Care Network (PCN) the surgery is required to offer Extended hours outside its contracted service (8 – 6.30) – it offers face to face appointments with Health Care Assistants and Practice nurses from 7.30am every day. It offers additional telephone appointments from the pharmacist and doctors early in the morning and during the evenings. It does not offer evening face to face appointments but is planning a Coil fitting/ family planning service and minor surgery clinic. The doctors offer telephone consultations at weekends on a rota with doctors in Dereham. They also visit patients who are at the end of their lives at home at weekends.

Chair's items:

JW provided helpful notes prior to the meeting to address these items.

- There is a crisis in social care which has been escalating over the last 8 years. It is a result of austerity measures – constrained funding to Councils and social care providers at the same time as our elderly population is growing and is living with more complex needs results in a perfect storm. Locally we have excellent support structures in place and work with our colleagues in the community and social services to ensure those in greatest need receive the care in a timely fashion. However, from time to time this involves more discussion and some creative solutions. We have a secretary whose role is to manage the communication, so the clinicians are kept up to date.
- JW provided a copy of the surgery's complaints leaflet. The surgery is aware that a patient was dissatisfied with the way it responded to a complaint and chose to speak to RT rather than the surgery. JW explained that this particular case was very complex and extremely rare. It can take a long time to investigate and speak to experts – and it doesn't always give a simple answer.
Complaints about the telephones and parking follow the same procedure. In all cases the patient must complain or give consent for someone to act for them, the surgery acknowledges the complaint and then tries to respond within 10 working days or to ring the person to give an update when it will take longer and always apologises if it has taken a long time. An investigating officer reviews the case and takes statements if necessary. The surgery retains a

record and every complaint is reviewed by our Management Team. Serious clinical issues are reviewed monthly at a clinical meeting and escalated to a teaching session if indicated (as happened in the case RT was involved with). The surgery is required to report all complaints to NHS England with a breakdown of what the complaint was about. CQC also review complaints when they conduct an investigation.

Practice items

- The surgery is now part of Mid Norfolk PCN which is the new local structure responsible for advancing improvements and delivering care locally as part of the NHS Long term plan. We have employed a Pharmacist and will be looking to employ a Social Prescriber in due course.
- The surgery has reviewed the data from its triage calls and have found it is not serving patients or the doctors as well as we would have liked. Some patients can be dealt with promptly over the telephone, but some must be seen, which results in a double consultation. The doctors have become anxious that we are not seeing the patients we really need to and many of the conversations they are having could easily have been dealt with by a receptionist of another member of the team. The surgery will therefore stop offering a triage service from 15th July. The receptionists will revert to booking appointments for the GPs – however, they will need to ask questions to make sure the right appointments are used. The surgery is increasing the numbers of appointments that can be booked online and will consider introducing the new NHS Online consultation service.
- Re-branding – the surgery has changed it's logo to reflect it's rural nature, deep roots and rich canopy, covering lots of services...it now has a new website and new management team to support the clinicians. Cynthia Goodge at the surgery is happy to receive constructive feedback on both the website and social media sites.

AOB

Date & Time of Next Meeting – Wednesday September 11th, 2019 at 7.30pm