

GMP PPG Forum meeting minutes 27/07/2020 (via Zoom)

1. Present:

Chair - Dave Arnold	Hazel Stevenson
Co-chair - Anne Thompson	Molly Warrington
Diana Pargeter	Mo Fitzgerald
Mary Newton	Mark Jacobs
Tim Harrison -Granta CEO	
Sandra East - Granta Communications	

2. Apologies

Julie Draper

3. Introductions

Introductions were made for the new member of the group Mark Jacobs from the Barley practice, previously member of PPG Buntingford.

4. Granta update

Tim Harrison gave us a Granta update on the change in delivery methods since March.

Throughout lockdown Granta continued to see patients face-to-face when clinically necessary. Essential services, such as baby immunisations, urgent smears, and urgent bloods have continued throughout. The enhanced telephone service and non-urgent email service have both been very well received by patients, as was the introduction of video conferencing.

More recently, the number of face-to-face appointments has increased as Granta starts to reintroduce some services that had previously been postponed due to the pandemic.

This new dynamic has been a steep learning curve for everyone, Granta patients and Granta staff alike. Granta staff have been working extremely hard to maintain a service during this time and workloads are being constantly reviewed. Sandra East reported approximately 96% satisfaction with the email service, based on patient feedback, and patients' queries were replied to typically within 24 hours.

Reintroduction of additional services will start in September.

September will also see the launch of Granta Medical Practices' new website. Sandra East asked if members of the PPG Forum would test-run the website in August.

Sandra reported that PPG members without internet access will continue to receive hard copies of PPG information in the post.

Hazel Stevenson fed back that Granta receptionists are very encouraging and helpful and there has been a big improvement in the service. Sandra and Tim thanked Hazel for this feedback and said that they would pass these comments on. *(Post meeting, the receptionists have been publicly thanked via the internal CEO newsletter).*

Mary told the meeting about a patient survey that looked at various new methods of interaction conducted in England, and asked if it would be of interest. *(post meeting survey sent to all members of the forum).*

5. Patient issues

Mark Jacobs raised a question regarding Barley Saturday Opening hours. There is inconsistency in the websites (shown as open on Saturdays on Google Maps) and it was unclear when the surgery was open. Traditionally, Barley Surgery is usually open one Saturday per month but the actual Saturday may vary, depending on staffing levels. Sandra reported that appointments on Saturdays are by invitation only, as are all appointments at the moment. Sandra will investigate why Google and Google Maps showed different opening times information. The information on Saturday openings at Barley will now be removed.

Dave Arnold raised a question regarding non urgent appointments and repeat prescriptions. There did not seem to be a consistency in communication as to who could issue repeat prescriptions. This has recently been a problem whereby it has been impossible to arrange a "non urgent" appointment over the phone, even when a doctor has asked the patient to call in for a check 10 days after issuing a new prescription.

Repeat prescriptions are authorized annually by GP's and Sandra reported that some practice nurses are also qualified to authorize repeat prescriptions.

Anne Thompson raised a question about continuity of care and communication. Tim reported it is not always possible for the doctor who triages a patient by phone to then be the doctor who sees that patient face to face in follow up. Where possible it is the same person but workload does not always allow. However, there should be good communication between both GPs to ensure good continuity of care. Sandra expressed concern that in this instance the patient was made to feel uncomfortable

6. Virtual PPG meeting

There was discussion about the feasibility of a zoom meeting for the whole PPG (currently approximately 250 members). It would have to be very focused and administered closely. One idea would be to have questions sent in beforehand. It was pointed out that at three of the face-to-face PPG meetings we had an invited speaker on a specific health related topic which everyone found informative.

It was noted that the face-to-face PPG meetings attracted generally around 20 people (maximum 30).

We agreed to discuss this further at the next PPG Forum meeting

7. Action Points

- Website testing for the Patients Forum in August. **Action SE**
- Remove Saturday opening from Barley website. **Action SE**
- Ensure all practices are consistent on repeat prescription writing. **Action SE**
- PPG on-line meeting feasibility and topics. **Action SE/TH/AT/DA**

8. Next Patient Forum Meeting

Tuesday 8th September 15.00h via zoom