

Minutes of Granta Medical Practices PPG Virtual meeting via Microsoft TEAMS 29th April 2021

1. Present on line

Dave Arnold: Chair
Anne Thompson: Co-chair
Tim Harrison, GMP
Dr. Tim Wright GMP
Sandra East, GMP
ca.15 Members of the PPG

2. Welcome and introductions

Dave welcomed everyone to the meeting and reminded those attending of the protocol that had been sent by Sandra particularly relating to muting unless speaking and to use the raise hands symbol before being invited to speak. Dave asked that questions be left until after the two presentations from GMP. It was noted that participants used the comments area on screen to ask questions for clarification or to be handled after the on-line meeting.

The primary purpose of the meeting was twofold:

- 1 for Tim Harrison to provide a progress report on the Covid Vaccination programme.
- 2 for Dr. Tim Wright to give us a perspective on delivering clinical care to Granta patients in a changed environment brought about by coping with the consequences of the Covid-19 pandemic.

Both powerpoint presentations are available and will be sent with these minutes.

Regarding the vaccination programme, correspondents were appreciative of the efficiency and effectiveness of the delivery of vaccinations at Sawston. The logistics were well thought through, staff were very friendly and waiting times were negligible.

Tim Wright focused on what GMP needs to do to build upon and improve the delivery of primary care to its patients. He presented the aspirations of the practice to redesign GMP operations in the light of the Covid-19 experience, in order to provide the best service for every individual. This will involve having more clinical resources within GMP to reduce reliance on Addenbrookes hospital.

Whilst not discussed, due to a lack of time, it is worth pointing out that Anne Thompson and Dave Arnold will be part of the operations design team representing the Patient Voice and will be seeking input from members of the PPG

3. Questions arising

A key issue seems to remain the general discontent with the phone service when booking appointments and the lengthy process of obtaining the right surgery or resource to contact. Sandra informed us that legally they have to provide Covid information and information related to GDPR...ie "your conversation may be recorded for training purposes". The telephone appointment system is going to remain the first route of contact.

GMP responses to questions asked on line during the PPG meeting are below.

Comments received via MS Teams that were not touched upon during the meeting

"Imagine how Shelford patients felt to move overnight from a very successful same-day service to these Granta appointment difficulties. It made for some very difficult conversations."

By merging with Granta Medical Practices, the partners at Shelford Health Centre ensured that there would be a primary care facility in Great Shelford and the surrounding villages for many years to come. The NHS has and continues to change at such a fast pace and many small village surgeries have had to make the decision to close, merge with other surgeries or become part of "federations".

"The Granta acronym is a little like the vague mission statements of many school academic trusts - you can't argue with any of it, it's well-intentioned, it looks good in documents, but for patients it is perhaps too vague and somewhat lacking in delivery metrics outside the Government model du jour."

The acronym was originally created as a staff-facing tool. We wanted the existing team, and subsequently new staff, to aspire to the things that are important to us. This is the first time that the acronym has been patient-facing and all comments are welcome.

Rest assured that Granta sets out to deliver beyond all the Government metrics for primary care. The covid immunisations is a good example.

"Congratulations to all the staff and management at Granta. You have provided a superb service at such a difficult time. I am very pleased to hear that continuity of care is being prioritised - it was an early casualty when COVID broke (understandably). And of course patients do better with continuity of care."

Firstly, thank you for the kind comments. Patient feedback has been so positive over the past year whilst we work through these unprecedented circumstances.

Continuity of care is, as always, in the forefront of our minds. However, clinicians retire, move onto pastures new, work part-time, take maternity/paternity leave, and have annual leave and sick leave. This can make continuity sometimes difficult to achieve. Continuity has, and continues to be, top of our agenda as it is of paramount importance to our patients, and indeed to our clinicians.

Where possible, our reception teams will always try to book patients in with the clinician of their choice.

During the past year we have now introduced "continuity slots". These are blocked time slots on clinicians' rotas for them to book in patients that they would like to follow up.

"Tests results sit at the GP centre but are not forwarded to the patient for some time. You used to be able to get the results on the systems line but no longer."

Please escalate any such problems to Sandra East. There should be no reason why a patient cannot see their results if the results are due to come back to Granta.

"Yes, could we reduce the length of the answerphone message? The Covid success statement isn't really necessary. I've had people mention this to me as well."

The answerphone message is 1 minute, 42 seconds long. We appreciate that this is long but all of the statements are necessary, ie. who we are, what to do in an emergency, covid update, covid vaccine update, recording statement, and options for different sites. These statements need to be spoken at a speed that most people can follow. We will, however, revisit this again and see if we can get it shorter, but without compromising the clarity.

"Could we have a web page with the doctors' names and faces and professional special interests?"

The Granta website contains photos and names of all staff working for Granta, by surgery site. A lot of the GPs do have a bit about them when you click on their name. However, this has not been updated recently so Sandra East will revisit this.

"We don't know who anyone is since people like Colin, Chris, Sarah, Becky, John etc either retired or went very part-time. We don't know what they all do best and so on. It's all a bit random."

We absolutely appreciate these comments. However, as mentioned earlier, clinicians do retire, move on or decide to work part time. Where possible, our reception team will try to steer you towards the most appropriate clinician for your problem, for example we have gynaecology leads, musculoskeletal experts, etc.

When a patient calls on the day, our first priority is for that patient to speak to a doctor. This is what patients have said they like – an on-the-day service. Once this initial phone call has taken place the doctor may then speak to the "usual" doctor, or indeed pass the patient query over to them. If a patient wants to talk to a specific doctor with an ongoing problem and that doctor is not working that particular day, reception can book the patient into a "continuity slot" for a day when that doctor is working.

"Had comment it should have been when working people could attend"

PPG meeting: This Teams meeting was a trial, and I think we all agree that it worked well. Going forward, we can of course look at different days and times (see 4. below) .

Patient Access: Granta Medical Practices have an "extended access" service that allows patients to speak to clinicians from 6:30am to 8am and 6:30pm to 8pm, Monday to Friday. There are also Saturday and Sunday telephone slots that can be booked.

4. Future PPG Meetings

Time did not allow us to arrange the next PPG meeting. Clearly the time of day matters to those at work (comment above), and in future it is likely that the meeting would be held early evening as was the case pre-Covid.

After June 21st we should know whether or not this meeting can / should be face to face. From a co-chair persons perspective I thought that the on line meeting went smoothly with the numbers involved. It certainly reduces costs and time for travel.

23rd May 2020