



Minutes of Granta Medical Practices PPG F2F and Virtual meeting via Microsoft TEAMS 6 February 2023

Present

Dave Arnold: Co-Chair

Anne Thompson: Co-chair

Tim Harrison, GMP CEO

Dr. Tim Wright, GMP Development Director

Sandra East, GMP Head of Patient Services

12 x PPG Members

1. Welcome and introductions

Dave Arnold (Chair) welcomed everyone to the meeting and Sandra East noted apologies

2. Presentation on PPG/GMP Patient survey and Welcome Pack

Maureen Haldane presented the Patient survey project (details in Appendix 1). Note that the survey will be available both on line, using Survey Monkey, and in hard copy and will be anonymous. Hard copies will be collected in post boxes situated in each of the GMP surgeries/health centres. Data from hard copies will be entered into Survey Monkey by volunteers.

Dave Arnold stated that PPG volunteers would display posters advertising the survey in local shops and pharmacies and also community cafes.

A PPG member suggested sending a link via SMS to make people aware of the survey. Tim Harrison said this was possible. **Action: Sandra East**

A PPG member was concerned that some people had no access to a phone or other electronic devices. The intention is to identify these people via the Social Navigators team and local personal contact.

Stefan Scholtes said that money could be made available for any overtime payments needed by GMP staff in managing the Survey via the Granta Charitable Trust

Diana Pargeter suggested that the QR code to access the Survey be added to the newsletter to be distributed in village magazines/ newsletters. **Action Sandra East**

3. Social Navigator Team – postponed till next meeting

4. GMP report

Tim Harrison reported that in 30 weeks there had been 95,000 appointments across Granta. 62,000 F2F appointments. 47,000 were made available on the same day that patients called. There has been a huge growth in numbers 25.8% more than a year ago 41% more than at the start of Covid. F2F appointments have gone up 39% since last year and home visits up 40%

Review of long-term conditions continues once a year and is ensuring critical conditions are seen.

There has been a change in that clinicians are making the decision on the type of appointments and the F2F appointments are now decision making rather than investigating. For example, tests can be done before the F2F appointments. The numbers of “on the day” appointments are increasing.

A PPG member suggested having a text option to cancel appointments to reduce phone calls. **Action: Sandra East**

Dr. Tim Wright reported that a Patient leaflet was being produced including 7 different ways to contact the surgery. Granta need to work with the Survey Team to provide the information.

Royston surgery incorporation is still going ahead for April 1st but the computer links will take longer. This incorporation is to make a long-term sustainable future for Royston. Tim Harrison reported he would speak to Royston PPG and facilitate contact with Granta PPG as soon as possible.

Action: Tim Harrison

Dave Arnold asked whether it is the intention of GMP, following the merger with Royston Health Centre, to have a single PPG and the answer was yes.

Regarding Receptionist training Tim Harrison explained that this was underway. He suggested that Nikki Foster, Head of Operations, be invited to the next PPG meeting.

Action: PPG Co-Chairs

5. GMP staff profiles

Staff photos are still not on the Shelford TV screens. **Action: Sandra East**

One PPG member asked that we just put the photos and Specialties of clinicians on the website as biographies seem to be more problematic. **Action: Sandra East**

6. Patient questions

One patient is having issues getting a libre sensor for his diabetes. Tim Wright reported that Granta provide the sensors but access to them for individual Patients has to be approved by Diabetic clinicians. Anne Thompson suggested contacting his diabetic consultant.

7. Election of officers to PPG

Chairs and Secretary appointments are due for nominations from PPG members and voting. This was proposed to take place in April, however as Royston Health Centre is formally joining GMP on April 1st, elections will be postponed until May giving both PPGs an opportunity to discuss how to proceed.

8. Close