

Minutes of Granta Medical Practices PPG Meeting

Face to face and on-line

14th November 2022 at 6.30pm



Present

Patient representatives:

Anne Thompson (Linton) (Chair)
Dave Arnold (Linton) (Co chair and Minute taker)
Julie Draper Committee member (Barley)
Diana Pargeter Committee member (Linton)
Plus others, 10 in person and 4 on line.

Granta Medical Practices Representatives:

Sandra East
Tim Harrison
Dr. Tim Wright
Kelly Austin

Invited guests:

Anita Howard (ICS)
Roz Kearney (ICS)

Apologies

Maureen Haldane Committee member (Linton)
Mark Jacobs Committee member (Barley)
Plus 10 other patients

1 Welcome and introductions

Anne welcomed everyone to the meeting and introduced our guest speaker Anita Howard ,
Integrated Neighbourhood Programme Manager - South Cambridgeshire .

2. Introducing the integrated Care System (ICS) & Integrated Neighbourhood Team

Anita Howard was supported online by Roz Kearney (Project Manager) taking us through a short presentation about the ICS and the operation of the integrated neighbourhood team.

A PowerPoint presentation is attached as a separate document and will be placed on the GMP website.

In summary: the Cambridgeshire and Peterborough ICS is a vast organisation bringing together a variety of organisations under the umbrella of Health and Well being. It is driven locally by activities within Primary Care Networks of which Granta Medical Practices is one of the largest.

Working closely within the Neighbourhood programme are Social Navigators (prescribers). Kelly Austin (GMP Social Navigator Team Leader) talked about what GMP were doing to deliver better health outcomes to a variety of patient groups.

Essentially GMP is the footprint for our ICS area neighbourhood.

The aim is to provide social and welfare interventions that can improve health and wellbeing in order to reduce/delay recourse to medical interventions.

One such project involves a focus this winter on adults over the age of 65 who are on the frailty register: working with them to help to prevent adverse outcomes.

Another activity is a focus is on obesity. In our neighbourhood there is a high number of men over 50 years old who are overweight. The team are bringing groups together to work collectively on weight management programmes to improve personal health and wellbeing.

Social isolation is a real concern and identifying those who are isolated is a priority, with the aim of bringing those who are isolated into contact with others.

Our Social navigators are playing a role in supporting this initiative.

Questions and comments arose about self help and mechanisms to change habits.

One such success story is through dog walking which has shown benefits in improving a person's mental health through meeting other dog walkers and reducing obesity through exercise.

Another issue is that of keeping in touch with and providing information and help to those who are either without or not connected to electronic devices.

There is a plan for GMP to contact all those over the age of 65 who haven't contacted GMP for over a year to check on their well being.

Also through the establishment of engagement programmes such as community events to bring people together.

GMP has launched an integrated neighbourhood survey seeking feedback from patients about issues that are important to them regarding personal wellbeing.

In collaboration with the Cambridgeshire branch of Action with Communities in Rural England – ACRE, the Social navigator team has set up 6 warm hubs in each of the current GMP surgery catchments. Many more have been identified as needed.

The PPG offered to support this initiative on the ground. Some PPG members present at the meeting have shown a willingness to help.

Action: Dave Arnold and Anne Thompson will liaise with Kelly Austin to form a PPG support group and modus operandi for individuals to participate. (After the meeting Kelly informed us that they needed help to set up the Hub in Linton which we, Anne and Dave, are following up.)

3 Patient survey and welcome pack

In Maureen Haldane's absence, Dave Arnold introduced the initiative being driven by the PPG committee on identifying patient needs to inform the development of a Welcome Pack for patients which will be available both on line and in hard copy.

Dave mentioned that this initiative has the full support of GMP which will provide resources to bring it to fruition. The survey will be widely advertised on posters in surgeries, on line (GMP website) and in village magazines.

Surveys can be completed both electronically (likely through Survey Monkey) and on forms to be distributed in surgeries. All information will be anonymous. It is hoped to launch the survey during January 2023.

4 Patient Questions and responses from Dr Tim Wright and Tim Harrison

- a) Concerns were expressed about both the curt responses from some receptionists to callers and in the accuracy of information given to the caller. The focus was on eye conditions and musculoskeletal services. The response to one patient that "we don't do eyes" was clearly not an acceptable response. Dr Wright expressed his concern that there is a clear need to better communicate the services that the Practice provides in order to better signpost the patient to specific expertise. He stated that minor eye conditions will be assessed and there is a specialist an eye service which patients can be referred to, which should be communicated to patients. Also, GMP now has a physiotherapist. Dr. Wright wants patients to feel welcome when they communicate with the Practice and this requires receptionists to give better communication of options to direct the patient to the most appropriate service.

Tim Harrison said that key patient concerns were the time taken to respond to phone calls and the response by the receptionist (see above), noting that there has been a 20% increase in calls post pandemic , 1200 a day. Tim Harrison said that a training programme for receptionists focusing on Customer Service is to take place to improve the patient experience in how information is received by patients over the phone. This training should be completed in the next 3 to 4 months.

Regarding appointments, GMP exceeded the NHS benchmark for seeing patients face to face. An issue was raised regarding routine appointments. Frequently these are not available when patients ring. Tim Harrison was asked if patients' names could be taken and a call back system put in place.

- b) An issue was raised concerning the fact that information on what was happening in the practice was not being communicated effectively. Many saw empty surgeries and judged that doctors must be twiddling their thumbs. This is clearly not the case but overcoming that perception requires more regular feedback from GMP to include such information as GP appointment commitments , staff retirements/appointments, new GPs and other staff plus statistics on patient appointments that are not just on the website.

Village magazines are seen as a critical vehicle for communication of GMP issues. A regular newsletter was proposed.

Action: PPG and Sandra East

We still need GMP staff to put biopics on the GMP website and especially their specific area of interest and expertise. In addition, photos of each Doctor should be on the screens present in each practice. Currently these are not available.

Action: Sandra East

c) Royston Health Centre: Tim Harrison and Dr Tim Wright explained the background to the proposed integration of Royston Health Centre with GMP.

d)

Royston has three surgeries, Market Hill (GMP), Royston Health Centre (12000 patients) and Roysia surgery with 6000 patients. Roysia has been run by an NHS contract that is coming to an end and a search for a new contractor is underway. Royston Health Centre has a full complement of GPs and staff. Tim Wright said that the staff patient ratio was enviable, but patient satisfaction levels are reportedly low both at Roysia and the Health Centre.

Up to 40 patients a week are seeking to move to GMP Market Hill surgery. This is not sustainable and if nothing is done GMP would have to halt access to all new patients. GMP are working with the Royston Health Centre practice Manager, Melanie Piggot to ensure a smooth transition, hopefully resulting in improved patient services at Royston.

5 Wrap up

Anne thanked everyone for their contributions and the meeting ended at 8.05pm.

D Arnold

19th November 2022