

# GMP PPG meeting June 7th 2022

via Microsoft Teams



Guests:

Lenja Bell (MacMillan co-production lead for the new Cambridge Cancer Research Hospital (CCRH))

Sue Arnold (Patient representative CCRH)

Representing Granta Medical Practices:

Dr Tim Wright, GP Partner

Tim Harrison, CEO

Sandra East, Head of Patient Services

A total of 22 attendees

## 1. **Welcome and apologies** - Dave Arnold PPG Co-chair

Apologies received from Anne Thompson.

## 2. **Report from the first meeting of the new PPG Committee**

The new PPG committee replaces the Patients Forum. Its purpose is to coordinate activities by, and on behalf of, the PPG. The Terms of Reference of the PPG require revision.

Key issues: Continuity of care is still an issue.

Maureen Haldane, one of our new patients and member of the new PPG committee, is leading an initiative together with GMP (Sandra East) to design and provide a "Welcome" pack which meets the needs of new patients.

Tim Wright, Tim Harrison and the board of GMP welcome our initiative and have already begun to think of new and innovative ways that new patients can access the right clinician at the right time.

## 3. **Designing the New Cancer Research Hospital at Addenbrookes Hospital**

Lenja Bell and Sue Arnold gave an excellent presentation on the new hospital due to open in 2026 (presentation accompanies these minutes). The vision of the new hospital is to change the way we identify and treat patients with cancer. Patient care is at the centre of the design of this building and the

services provided. People are encouraged to share their views and welcomed to join the Cambridge Cancer Network.

Lenja and Sue were grateful for the useful feedback from our PPG.

Post meeting comment from Lenja: *“The new hospital central atrium/courtyard will not be covered. It will have “sails” to provide some shelter and the café will open into the area, providing seating indoors and outdoors.”*

#### **4. Update on GMP - Tim Harrison and Tim Wright**

- The good news that GMP is now up to full strength in clinicians and non clinical staff.

Post meeting comment from Granta: *“Unfortunately, since the meeting, 3 receptionists have resigned, partly due to the way that patients are treating them and the pressure they face on a daily basis. Additionally, Covid-19 infections are still impacting on clinical and non-clinical staffing levels. When a staff member tests positive they cannot come into work for 5 to 10 days.”*

- Phone system is still not fully operational. Post meeting comment from Granta: *“Phone issues have now been resolved.”*
- After triage we are offering 68% of our patients face to face consultations compared with an average of 60% in the CCG.
- More demand from patients since Covid and more work has been transferred from the hospital to primary care.
- Defining continuity of care is an issue still, as is balance of face to face / telephone consultations, but GMP is flexible and looking for innovative ways to improve care for patients with long term conditions.
- A new Neurology pilot is taking is currently operational, integrating primary and secondary care.
- Useful questions from the floor included:
  - The importance of training the receptionists. As patients we are encouraged to be honest about how we feel and are concerned about when we telephone for a consultation. Would a clinician in reception for receptionists to consult help with patients getting the timely help from the right clinician?
- GMP agree that we should be moving towards online booking of appointments again. Online booking of Long Term Conditions is already available via SMS links.
- GMP agree that medication reviews need tidying up. A new head clinical pharmacist has just been appointed which should improve things.

- Sadly rudeness to the receptionists has not improved.

## **5. Proactive communication to all patients - Sandra East**

There are strict guidelines about using SMS and emails of existing patients, and these need to be considered when thinking about promoting the PPG.

We continue to use the village newsletters as a way of communicating to patients who do not have online access.

Other ideas to promote the PPG include leaflets in the waiting room and direct messaging on the phone system.

There is a need to redesign reception desks and to improve accessibility of signing in touch screens for wheel chair users.

Note from Dave Arnold: *“The issue of designing reception desks/log in screens suitable for wheelchair users has been communicated to the new Cancer Hospital design team.”*

## **6. Next meeting**

Date to be agreed.

Likely to be a combined meeting both face and using Teams. Tim Harrison said that there was no issue with the technology!

Question to the PPG members: should we meet in a larger space considering Covid figures are highest in South Cambs?