

Minutes of Granta Medical Practices PPG Forum video meeting 20th October 2020

1. Present

Dave Arnold: Co-chair

Anne Thompson: Co-chair, minutes

Hazel Stevenson, Molly Warrington, Diana Pargeter, Mo Fitzgerald, Mary Newton, Mark Jacobs
Julie Draper.

Tim Harrison, GMP

Dr Tim Wright, GMP

Sandra East, GMP

Dave welcomed everyone to the meeting and there were no apologies.

2. Matter arising from last Minutes not addressed in this meeting

A standard introduction package is being considered for new patients, with maybe proactive telephone contact. Granta is currently receiving 50+ new registrations per week. SE to discuss with Practice Operations Manager options vs capacity.

Action: Sandra East to discuss with Practice Operations Manager.

Cambridge Area PPG have picked up the issue of Addenbrookes sharing blood tests with Granta and will follow up.

3. GMP update

Tim Harrison gave us an update on Covid in our area. The number of Covid cases are increasing and there is a fine line between keeping people safe and dealing with ongoing patient needs. All patients are telephone triaged in the first instance plus video consultation where appropriate. Where it is deemed clinically essential the patient will be invited in for a face to face consultation.

Long term medical care - Where a patient needs to speak to a Doctor, they will try to call back the same day. Where possible the named Doctor will call back. Most of the long-term care lists are now being addressed and patients on the lists are telephoned. Granta has a waiting list for bloods with urgent cases a priority. The asthma waiting list is being worked through as are the other waiting lists.

Action: Sandra East to check

The non-urgent email address receives 500 to 1000 contacts per week and Granta aims for a quick turn round.

Flu jabs – the drive through at Duxford was very successful and could be considered for the future for a covid vaccine if available. Patients not seen at Duxford are being seen at local sites and the 50's cohort will be addressed soon subject to availability of the vaccine.

Continuity of Care - This is ongoing. Sandra East informed that Granta is going back to site based clinicians, which improves communication, and a patient can now ask to speak to a GP at their site if at all feasible. The site-focused system will continue unless GPs become indisposed due to Covid and others therefore have to stand in for them. Dr Tim Wright informed us that one of his colleagues has written an internal document on future Continuity of Care. It was agreed that it would be useful

to share with the PPG and to hold a small meeting with GMP and a small group of PPG members to discuss patient input.

Action: Dave Arnold, Anne Thompson, Tim Harrison.

4. Web Site

This will be going live this weekend. PPG agreed it was a big improvement. Sandra East reported it will be much more under Granta control with the possibility to make rapid updates. The site is very comprehensive and includes all the communication methods available for contacting Granta. The website is a stand-alone information tool, an update of the previous existing website. It is not linked to the registration of patients. The links take the patient to the existing SystemOne registration tools as per the previous website.

Staff pictures and short biographies are available for each site and it was suggested that a “day in the life “ of a Doctor should be added to the website to inform the patient community about the changes in GP practices and procedures brought about by Covid-19. Dr Tim Wright was very supportive of this idea.

Action: Sandra East to explore further.

5. PPG online

To be held as a zoom in January. The date to be decided. This will take place in the evening after 6.00 pm. This will replace the next Patient Forum group meeting. Ideas for the meeting should be sent to the Chairs.