

GMP PPG Forum meeting via Zoom 15th June 2020

1. Present:

Chair Anne Thompson
Co-chair Dave Arnold
Secretary Julie Draper
Hazel Stevenson, Molly Warrington, Diana Pargeter Mo Fitzgerald
Tim Harrison, Granta CEO
Sandra East, Granta Communications

2. Apologies

Mary Newton, Olga Starabinskaya

3. Introductions

We all stated our particular interest in GMP services especially during these difficult times of Covid. These included how continuity of care was actually working, and what will the future hold. Will we go back to old practices or will many more consultations now be on line or via video or the telephone and involve triaging? Most importantly, how are the young faring and how do they view the services at the moment.

Tim, the new Granta CEO stated his paramount interest was the patient's journey through the practice, but was very impressed by the present delivery of services.

4. Granta update

Sandra East gave us a Granta update. Patient access to any Granta site continues to be by invitation only, following a prior telephone assessment and only when the clinician assesses that the balance of risk and need justifies a face-to-face interaction. This way of working has proved very successful and is reflected in the very low number of covid-related illnesses recorded in our area.

Granta are receiving 800 to 1,000 telephone calls per day, along with about 100 emails per day. Video consultations are going well. Granta are now planning how to safely reintroduce selected services for patients with long term medical conditions, plus other allied services such podiatry and maternity care. Risk assessments for each introduction are paramount.

The covid pandemic has resulted in Granta reassessing how patients make contact, such as emails and video consultations. Granta recognizes that the practice is a very complex matrix and there is a very diverse population, with many older people relying on telephone access and visiting.

We talked about how best to give continuity of care to those that want it. Diana gave an example of when a patient with a complex condition needed to talk to her "own" doctor.

It is possible to contact your usual "named" doctor via email or phone back.

Sandra reports that Granta has enough PPE, and this is tracked daily.

Each care home has a designated GP. Shielded patients are being regularly checked up on with the help of the Social Navigators. Everyone reported that their villages were coming up trumps with support, funding food banks etc.

Patients requiring urgent smears continue to get appropriate follow up. Patients with significant worrying symptoms are being encouraged to continue to make contact their GP as normal. Referrals are being made to Addenbrookes and other specialised services. Addenbrookes are gradually reintroducing their services.

Sandra informed the forum that Granta do not automatically receive results of patient covid tests – the results go straight to the patient.

GMP, like all other practices, has to abide by the nationwide advice from the government and NHS England. Some patients, especially those who are still shielding are still very cautious as there has been little guidance from the government as yet. Granta reassured the forum that when visiting the practice, ALL patients are temperature checked and given a mask before being allowed in the building.

Tim said that his main future job is to deliver services within the NHS 5 year plan line and within budget. This means moving more medical services into the community from hospitals, as it is more efficient and cost-effective. At the moment however the focus must be on Covid.

Both Tim and Sandra are very keen to have the PPG involved with the design of new services. Currently there are 250 email members of the PPG.

Email and triaging could help make continuity of care a little easier. People with mental health issues particularly need continuity of care. In the past we have talked about continuity of care with a clinical team. We told Tim about our proposed study of continuity of care which had to be shelved because of Covid. As always, continuity of care needs to be balanced with ease of access.

5. Any other business

Dave brought up the issues of Orchard House home which was at risk of closing. Julie had got nowhere with the District Council. Has James written to our MP?

Since the meeting Sandra has spoken to Rev Alan Partridge regarding this. Orchard House is not at risk of closing – it's the day room facility. Rev Partidge has not been in contact with Orchard House since the start of the pandemic.

Action Dave and James

Sandra reports that there have not been any recent patient newsletters as information has been changing so rapidly over the past 16 weeks. This applies to village newsletters also.

A new patient newsletter will be produced when services are beginning to be reintroduced. The Granta website and social media vehicles will also be updated as and when necessary, as they are at the moment.

Action Sandra

6. Date of next meeting

Monday 27th July at 3.00pm, via Zoom