

Notes of the meeting of the Drayton and Wootton Street PPG

Date: 23rd May 2019 (5.30pm)

Notes for the meeting were taken by GK

Present: Chair: Mary Ramsay (MR); GK, LI, AR, SA, MV; Dr Drake (AD) attended from 6.30 pm. Yvonne Anthony (YA) and Stephen Pilbeam (SP) attended at the invitation of the Chair. Apologies were received from FrA, AP and Sandra Jordan (SJ).

Previous meeting notes. These were agreed as an accurate summary of the last meeting of the Patient Participation Group (PPG).

1. MR introduced SP, a member of the North Harbour PPG, who was invited to attend to promote the interaction with the partner practice in our Primary Care Network (PCN); he explained that he was in fact the only member of his PPG.

2. Yvonne Anthony from Adult social care gave a presentation on the possible impending changes to Adult social care in the Portsmouth area. She outlined the perceived deficiencies in adult social care in the City - for example that external care providers were frequently not providing the time allocated (and paid for) by the council. On average, only 42% of the care paid for was being delivered in the test sample (following the redesigned procedures, that figure is now 98%). Visits were often late and sometimes completely missed, and there were problems in communication. Last year, Portsmouth elected councillors agreed a pilot project with the aim of redesigning care commissioning in the City in order to address these problems. The project has been running for a trial period in one (unnamed) postcode area within Portsmouth.

The design of new provision is that the contracted care agency will operate within an allotted postcode, working to the needs of the user and ensuring the allotted time given for each user is tailor made to them. Digital records are employed (using a smart phone system), rather than paper notes, enabling much better coordination of activities in real time. SystemOne will be employed, for standardisation and compatibility with GP practices. This system will enable more time to be given to the more needy client, with the funding more fairly distributed and with more efficient use of resources (e.g. less travelling for care workers between appointments.)

The new procedures have been given positive response by patients and their families. A decision whether this system will be adopted city-wide will be made newly elected council members. PPG members were hopeful that this scheme will be extended across the City since it was looking highly promising.

Questions that were discussed with Yvonne included:

- Will care agencies have the staff resource to cope?
- As care agency payment will be determined by actual caring time, will staffing levels be affected so agencies maximises their income?
- Will agencies “cherry pick” their clients for easy options and provide less care for the more difficult case? Training and commitment issues around carers were also discussed.

3. Sandra prepared a report on the practice activities since the April meeting (*see Annexe 1*).

AD led further discussion on a number of issues.

- a) Much discussion centred around the interaction between the two practices in our PCN. There will be funding for a pharmacist and a social prescriber, each shared between the two practices. Extensive discussion followed on the precise role of the latter.
- b) SP (representing North Harbour PPG) outlined some of the different ways of working (e.g. his practice still retained the system whereby the patient always saw his/her own GP). AD pointed out that this was likely to be unsustainable when GP's retired from North Harbour and the difficulties in attracting new GP's would become apparent. There is no prospect of the two practices merging but it is hoped that there will be some increase in efficiency if we shared various specialist services. Given the fact that North Harbour has a patient base around half that of the Drayton/Wootton St practice, it was clear that the financial model would follow this ratio. Dr Swindells will be leading the discussions with North Harbour, and discussions are proving both fruitful and amicable.
- c) AD expressed frustration that there was still no response on planning permission for the building extension. It was decided that the PPG will write to them to apply pressure (hopefully!). **Action 1 (MR and SJ to liaise)**

5. Outcome of Action Points from April PPG:

Action 1 (SJ) Prescription Change Letter from 3rd party to be investigated. **See Annexe 1**

Action 2 (MR) Possible joint PPG meeting with network partner. **Completed**

Action 3 (SJ/MS) Audibility issues in waiting room(s). **See Annexe 1, but GK and LI both reported that patients had told them that the recommendation to enter the waiting room was still not always followed**

Actions 4 (SJ) and 5 (MR) Recruitment of PRG members to PPG. **See Annexe 1, but MR and GK, who are both listed as virtual members have received no such email, so needs confirming (Action 2. SJ)**

Action 6 (MR/SJ) Future agenda Item on PPG Awareness Week. **[Further to the meeting, Thursday 13th 2-4pm in the Sanderson Suite has been set aside for patients to come along and chat, including the possibility of membership]**

Action 7 (MR) Time/date of future meetings.

Thursday 25th July at 5.30 pm

Thursday 26th September at 5.30 pm

Thursday 28th November at 5.30 pm

5. New Actions

Action 1. Letter to Planning. AD welcomed the suggestion that the PPG write to the City planning department to press for a speedy resolution to the planning permission for the new extension given the current and future overcrowding problems in the surgery (MR/SJ).

Action 2. Need to confirm that an email has been sent out to the Patient Reference Group for the recruitment of members to PPG (SJ)

Action 3. Patient Reference Group (the virtual group) to be discussed as an agenda item at the next PPG (MR)

Annexe I

Practice Update Actions from last meeting (SJ):

Prescription change letter: having looked into this matter, it is clear that during the process of the setting up of the multiple letters which were sent out to patients advising of changes in medication dosages, they was not checked fully by the company who undertook the review. This review has been completed and any future reviews will be subject to more rigorous checking – by the practice – before any letters are sent out.

Audibility in reception area : Everyone - GP's, Nurse Practitioners, Practice Nurses and Health Care Assistants - have been reminded (again) that they need to step fully into the waiting room when calling patients in for their consultation. They have also been asked to wait for the patient to reach them and escort them to the relevant room. The new patient call screen will hopefully be in place in the next couple of months although this is reliant upon the NHS IT department.

Advertising for new PPG Committee members via the practice website – Sandra has sent an email to those patients who are currently on the virtual PPG list and has asked anyone interested to contact Mary directly. Once the new screen is in place we can run a notice to hopefully recruit more interested patients.

PPG Awareness week event – a date has been agreed with Mary for the meet and greet session during PPG Awareness week.

Update for May 2019

Staffing. We have a new nurse who joined us at the beginning of this week – Kerrie Pealin. Kerrie is an experienced Practice Nurse and will be developing skills in Asthma and COPD to enhance the nursing team expertise. There will also be another new nurse joining the clinical team in July.

Practice Development. We are unfortunately no further forward with the planned development. As soon as there is something to impart to the PPG we will do so and seek your input as appropriate.

Primary Care Networks. There is no further information about Primary Care Networks, other

than to say that we are moving forwards with North Harbour Medical Group to form the North Portsmouth Primary Care Network. Mary may have some information having attended the City Wide CCG Meeting last night.

eConsult

The numbers of patients using eConsult are steadily increasing month on month.