

## The Family Practice Western College Patient Participation Group

### PPG Resume of the meeting held 09.09.2019

**Present:**

John Plumb	
Gym Jarman	
Keith Dawes	
Ann Nicholls	
Penny Dobson	
Jill White (JW chair)	
Nick Benson	
Ciara Machon (One Care)	
Kelly Williams (Operations Manager)	
Dr Smyk (GP)	
David Shelton	

**Apologies:**

Catherine Eva	Ian Goodenough
Katherine Turner	

- 1) JW welcomed members and introduced the guest speaker, Ciara Machon, Marketing manager from One Care Ltd.
- 2) JW gave apologies for CE:KT:IG
- 3) Operations Manager Report – KW
  - a) Three receptionists had left and replaced by Lee Robotham, Zaklina Wojcik and Jenny Dimond. Jenny Dimond will start on October 1<sup>st</sup>.  
NB: The above will no longer be known as ‘receptionists’ but **Care Co-ordinators!**
  - b) Replacement Health Care Assistant (HCA) interviews 19.09.2019
  - c) New practice nurse, Caitlin Birnie-Coll is working 2 days per week. Once the HCA is in place the Treatment room will be fully staffed
  - d) Dr Abigail Ward, the new GP will start October 1<sup>st</sup> and will work 6 sessions per week, Wednesday, Thursday and Friday
  - e) Appointment System – the new Navigation protocol is working well and is being closely monitored by GP’s. It will be kept under review. Some improvement changes are in place with Pre-bookable appointments up to 2 weeks in advance, resulting in more freed up slots – these include Telephone Consultations. This will improve GP access and reduce Do Not Attend (DNA’s) which have reduced. Again this system will be kept under regular review.
  - f) Flu season – PPG members invited to help out at 2 Flu clinics: PD and KD volunteered for Sat 21<sup>st</sup> Sept and JW Sat 5<sup>th</sup> Oct.

- g) The volunteering service for retired patients (RSVP) – continues to seek support, if interested please contact KW via 01179466455, more volunteers are always welcomed. NB; The Family Practice (TFP) will cover costs for police checking. The tea and cake thank you session for all our volunteers held here at the practice on 28<sup>th</sup> August was a great success.

#### 4) GP Report – Dr Smyk

Dr Smyk expanded on the Navigation system – Care Co-ordinators. JW encouraged PPG members to note and share experiences.

NB; Patients will continue to have access to appointments, BUT they may be re-routed.

Dr Baker and Dr McGuinness are checking the answers that patients are giving to questions that Care Co-ordinators ask patients. Dr Dhinsa is working on a 'triage – style' list to assist Care Co-ordinators.

JW suggested that the PPG review the Care Co-ordinators (Navigation system) and give feedback every 6 months.

PD suggested that this should be a regular agenda item at each PPG meeting. It was agreed. JW recommended that DNAs should also be a regular PPG Agenda item.

A member of the meeting shared an experience relating to when the patient's need to see the same GP was not understood by the Care Co-ordinator. It was a clear case of a patient in need of 'Continuing of Care', but the reason was not fully understood by the Care Co-ordinator when the patients requested seeing the same GP.

The matter was constructively discussed at length, and better solutions to such an appointment request would be introduced. Every patient has a right to Continuity of Care, which means the patient in more serious matters should be seen by the same GP for follow up diagnosis and further referrals.

Dr Smyk assured the meeting that the questions asked by the Care Co-ordinators are ones devised by the GP's. It was also agreed that there may be certain categories that are not to be questioned by the Care Co-ordinators.

#### 5) One Care Ltd Report – Ciara Machon

CM explained at length, the background to the inception of One Care Ltd. It began in 2014, funded by then the Prime Minister, David Cameron's £9 million special project to set up One Care Consortia across England, in order to enable patients to give 'grass-root' feedback and to express their opinions of, and ideas for improvement of the National Health Service and GP systems in particular.

Since then the One Care Consortium in our area has introduced many of the innovations that were first raised by patients eg Improvement of DNA's, text message reminders for appointments, sharing nursing specialisms and possibly some Administration posts too between clusters of practices..... Six years on there is still much to be done, but it is 'work in progress' supported by The Family Practice (TFP) GP's and Managers and TFP PPG Members. JW has represented TFP at all One Care meetings since 2014 and our PPG representation

continues – currently with a minimum of two members of the TFP PPG at each of the 3 monthly One Care Ltd meetings. This ensures that TFP has ‘influence’ at all levels. One Care Ltd regularly requires ‘feed-back’ for their proposed plans before introducing them, and then once in a stream.

When the One Care Consortium was initially set up it offered GP Practices support gratis – now that it is a Ltd company, stakeholders (GP Practices) pay a small premium into this supportive enterprise and TFP is enthusiastic about the benefits gained.

Currently One Care Ltd is running a ‘Continuity of Care’ pilot which is shared between TFP and 9 other practices across the BNSSG area. The aim is to increase trust and access between patients and GP’s, reduce DNA’s and to encourage patients to live a healthier life style. One Care Ltd is training Care Co-ordinators as they build the ‘tool kit’ of questions in order to expedite this new approach to the appointment systems. Of course, this is a complex process, but is being closely monitored.

Feedback from all patients is encouraged.

One Care Ltd and TFP maintain a close collaboration.

#### 6) AOB

NB had an issue regarding the constant text messages one receives after an appointment inviting the patient to give an assessment of satisfaction. This is due to an automatic IT set-up. KW reported that she is working on this but this is not TFP direct responsibility. JW mentioned that the system of text reminders for an appointment was not yet efficiently ‘user friendly’ because in order to reply one had to reply to another. This discouraged patient’s response! JW has complained to One Care regularly about this – the texting system was set up to ensure that patients let the practice know if a planned appointment could be released, but the inconvenience of needing to reply to another number all too often meant that patients failed to respond to ‘the prompt’! Therefore its purpose is often defeated!

The effort’s to reduce the number of DNA’s is a constant challenge. It is essential to do so to achieve greater efficiency of both funding and GP accessibility. One Care Ltd are working closely with their IT colleagues in order to improve this system.

Action; keep up the pressure on One Care Ltd to pass on the complaints.... KW and JW will continue to express concerns.

#### 7) Date of next meeting 09.12.2019 at 7pm in TFP board room.