

Newbury Green Medical Practice

Patient Participation Group
Newbury Place Health Centre
24th August 2017 @ 6:30pm

Minutes

Present:

Dr Deborah Larah (DL) GP Senior Partner (Newbury Green)
David Flinn (DF) Practice Manager – Acting Chair
4 female patients (MH, GD, DG, JC)
5 male patients (RB, ME, ND, DR, NB)

Apologies:

Dr Simon Joseph GP Partner
Nicola Allan Practice PPG Representative (Admin)
1 female patient (JB)

Item		Action
1.	Introduction DF welcomed both new and returning patients to the meeting at the practice's new health centre. Numbers attending were positive and those present were thanked for attending the meeting and for giving up their valuable time. As there was at least one patient who had not attended before, DF quickly went over the ground rules in that this was not a forum to discuss individual issues or problems, but a more general discussion about how services to patients could be improved and/or expanded. This will be continually reviewed on a meeting-by-meeting basis depending on if and when new members join.	
2.	Apologies Noted from JB, Dr Joseph, NA	
3.	Minutes of last meeting RB noted that the guest attending the meeting from Salford Citizen's Advice Service was Caroline Ellicott (not Elliot) and ND queried the "support" acknowledged to him in item 6 which should have been listed as "NB" rather than "ND"..... DF apologised for these typing errors. DF gave a brief overview about issues from the last meeting in April 2017 and an update on the actions from that meeting.	

	<p><u>Merger Proposals</u> – Deferred to separate agenda item later in meeting</p> <p><u>Guests / Services</u> – Following the launch of the Citizen’s Advice Service on May 8th 2017, it was reported that 31 patients have been seen in the first three months. As this was a pilot scheme, it was anticipated that initial take-up of appointments slots would be slighter lower although the time has come for the service to be publicised more widely and perhaps opened to patients from other practices. DG commented that there should also be an element of the service promoting itself perhaps through pop-up stands, local chemists etc. and DF agreed to discuss these issues at a future meeting with Advice Service representatives.</p> <p><u>Digitalisation</u> - DF reported that the numbers of patients registering to use the on-line services such as booking routine appointments and repeat prescriptions had increased slightly over the last three months to just over 9% of the practice’s patient population. This was a positive result and reflects the work that practice staff have put into the project, but it is by no means complete as the practice works towards a national target of around 20%. DF also acknowledged that there are a number of factors that have an effect on this figure such as deprivation, IT access, language barriers, comfort in using technology or simply just that patients like the contact with the practice staff.</p> <p>NG again commented that he found the speed of the on-line service extremely good, particularly with repeat prescriptions that were usually ready in less than 24 hours or if the EPS option was used, whereby a prescription is sent automatically to a nominated chemist without the need for a paper token, the medication is ready waiting at the pharmacy the following day. DL gave a brief overview of the electronic process for the group members and answered any questions raised about the process. NG requested for interest that a quick poll be conducted amongst the group to see how many patients were registered to use on-line services with the result being 5/10 (50%)a rate the practice would be happy to achieve overall.</p>	<p>Practice to meet with Salford Citizen’s Advice Service to discuss ongoing process</p>
<p>4. Guests / Services</p>	<p><u>Salford CCG</u> - Unfortunately, a representative from Salford CCG was unable to attend this meeting. DF has confirmed that this will continue to be chased up..... It was suggested that DF in his role on the Governing Body of the CCG could “wear this hat”, but as the Practice Manager of Newbury Green, chairing this PPG meeting, this option was not thought to be appropriate.</p>	<p>DF to continue to source a guest speaker from Salford CCG</p>

5. Staff

DF was pleased to advise the group that after the recent successful completion of a two-year training course, one of our administration team, Nicola Allan has qualified as an Assistant Practitioner and with effect from September 2017, her role within the practice will switch to a mainly clinical one, seeing patients in individual consultations that do not require a GP or the services of a registered Practice Nurse. This will support the practice by adding flexibility to the number of appointments we can offer for certain nursing and associated healthcare issues and we are also continually looking at ways in which we can develop other staff to improve the range of services for our patients. *NB: Because of this change, Nicola will no longer provide the (unseen) back-office support/contact for this group and that role will be taken over by Jenny, the Administration Supervisor.*

The group were also advised that the practice continues to seek additional GPs although the recruitment problem, not just in Salford, but nation-wide remains acute. The practice is also exploring different clinical options in order to provide a better level of access for patients by considering hiring Advanced Nurse Practitioners and/or Physicians Associates, both of which roles can do many of the things a practice doctor can do. DL made the group aware that the practice was now using the services of in-house pharmacists to see appropriate patients for some consultations and health-checks or medicines review. One of the pharmacists we use can also prescribe medication which is of benefit to patients.

6. Merger Update

DF advised that this item had not been specifically scripted as it was thought it may be useful to give members a quick update and then open the debate to any issues, concerns or questions.

The group were informed that the consultation process about the merger with Limefield Medical Practice (LMP) has been concluded. A total of 357 responses had been received from our patients with only 16% citing any form of concern or negative comment. Of course, the practice acknowledges the concerns of those patients and will work hard to allay any fears and make the transition as seamless as possible, making sure that we communicate with all patients as fully and as often as possible.

The floor was then opened to questions and key issues raised were as follows:

What would be the timescale for the merger?

At the moment, we are looking at approximately April 2018 although if processes allow, this may be brought forward. Extensive paperwork has been submitted to NHS England which is a mandatory requirement of any merge process and the practice is now awaiting the application to pass through various committees to be given the green light. These committees do not meet all the time so we must wait until our application is tabled as an agenda item, discussed and hopefully approved.

What would be happening with I.T. Systems?

As it stands, both practices have the same clinical system provider (Vision) hosted separately on a secure remote server. Joining the two systems together should be relatively straightforward unlike previous mergers in 2012 and 2015 where our clinical system was completely different to those of the practices we joined up with. The process would likely take place over a weekend and patients would not even notice it had been done.

What would be the size of the practice in terms of patients?

Based on current list sizes, the combined total will be around 15700 patients. This will make us one of the largest practices in Salford based on patient numbers.

Will the list still remain open for new patients?

Yes – there is no intention to close the list. In fact any practice wishing to do this now has to go through a thorough checking and validation process with NHS England.

What will be the main benefits to patients?

- *Greater flexibility with appointments*
- *More clinical staff*
- *More non-clinical staff that have flexibility to be trained in a variety of roles and specific diseases to be patient champions*
- *Greater possibility of getting additional services from the building so patients do not have to travel – more of a one-stop shop*
- *Increased opening hours*

Are all the practices based in the centre merging?

No – at this point it is just NGMP and LMP, no discussions have been held with Dr Davis's practice

	<p><u>What will happen to the layout?</u></p> <p><i>A final decision has not yet been made as to which members of staff will be situated where. Further discussion is to be held about whether (for example) to site all GPs/Nurses downstairs or up, the location of various office functions within what will be two administration areas, the provision of a waiting area and/or a receptionist on the first floor and the location of managers and supervisors. Comments from patients about this issue would be appreciated.</i></p> <p>DG asked if it would be possible to visit at some point to refamiliarize herself with the overall layout in order to make salient comment and this was felt to be a good idea by the whole group. DF extended an invite to all group members that should they want to come in for a quick refresher tour, they are welcome to contact him to arrange a convenient time.</p> <p><u>What will happen to the management?</u></p> <p><i>The current plan is for DF to remain as the Practice Manager for the combined larger practice, supported by a team of Assistant Managers and Supervisors. It is anticipated that staff from LMP will be allocated appropriate roles within the combined practice structure to ensure continuity of service for patients, retention of experience, and familiar points of contact for any patient(s) with concerns about the changes.</i></p> <p>An enthusiastic and positive debate had to be curtailed slightly due to time constraints but group members were asked to submit any and all further queries or thoughts to DF as and when they come up.</p>	<p>Group members to contact DF should they wish to visit site to make comment on changes</p>
<p>7. A.O.B.</p>	<p>Further to the article that has appeared in the 21st August edition of the free “Life in Salford” magazine (page 22), DF wanted to make to group aware of the Salford-Wide Extended Access Program (SWEAP).</p> <p>This is a program that is being run by the new provider organisation “Salford Primary Care Together”, and is being rolled out across the five Salford “neighbourhoods” with a plan to complete by the Spring of 2018.</p> <p>It is basically the idea to have extended hours of GP access for Salford patients during an evening and at weekends and as far as the Broughton neighbourhood is concerned, we are trying to have the service delivered from Newbury Place Health Centre which would be the most convenient location for patients of our practice.</p>	

DL advised the group that the service would be operated by qualified GPs, but not necessarily from this practice and that the idea is to have routine, pre-booked appointments only as it is not going to be a walk-in service. There are still discussions to be had concerning the final location and indeed, the space used within that location itself and patients will be kept advised as and when possible.

ME enquired at whether there was any financial benefit to the practice in having the service located within our building and was advised that this was not the case. It may be that the rooms used for consultation are not those within the practice's demise, but rather other space in the building currently designated for use by additional services.

Meeting adjourned at 8:00pm

Date and Time of next meetings (provisional):

Thursday 11th January 2018 @ 6:30pm

Thursday 17th May 2018 @ 6:30pm