

**Stroud Practice PPG  
Minutes  
On 19.02.19 at 2.00pm**

Practice Staff Present: Samantha Haynes (SKH)

Patients Present: (KB) (MB) (AW)

In attendance:

	Action
<p>1. <b>Apologies</b></p> <p>AH</p>	
<p>2. <b>Welcome and Introductions</b></p> <p>SKH welcomed the members to the meeting</p>	
<p>3. <b>Notification of any other business</b></p> <p>None indentified</p>	
<p>4. <b>Patient Survey (2018 National) and Opening Hours</b></p> <p>SH distributed copies of the National Patient Survey results from 2018 and a summary</p> <p>Where the patient experience is the best</p> <p>71% of respondents usually get to see or speak to their preferred GP when they would like to CCG 46% National 50%</p> <p>96% of respondents find it easy to get through to this GP practice by phone CCG 71% National 70%</p> <p>87% of respondents describe their experience of making an appointment as good CCG 67% National 69%</p> <p>and</p> <p>Where patient experience could be improved</p> <p>76% of respondents say they had enough support from local services or organisations in the last 12 months to help manage their long term conditions.</p> <p><b><u>What we are already doing</u></b></p> <p>SH – reception and PM has attended training over the past 12 months for Active</p>	

Signposting to improve the information provided and direct patients to a service or appropriate clinician within the practice.

### **Action required**

- We will review the information on the notice boards to identify any areas that could be improved.

In addition the patient survey shows that patients who waited 15 minutes or less after their appointment time could be improved  
Practice 63% CCG 71% National 69%

### **What we are already doing**

Poster displayed in the waiting room about the reasons for clinics running late  
Notice updated each day to inform patients on the current waiting time  
Reception staff advise patients if there is a delay  
Sessions started 10 minutes after opening to ensure pc's and treatment rooms are ready  
1 blocked appointment for nurses and HCA to catch up.

### **Action Required**

- Continue to develop the role of the HCA to free up time for nurse for specialist requirements including ear syringing, spirometry, pill checks
- New nurse commenced January 2019, training is ongoing, however as the role develops this will ease pressure on the experienced nurse.
- Once significant training is complete we will introduce a further blocked slot for Nurses and HCA to allow for catch-up time when a clinic runs over.

The results of the survey are very good and all but 2 questions the practice average scores were higher than the local CCG and National average.

The members informed SKH that overall the patient experience is good. KB advised that she had to wait a little longer for an ear check. SKH pointed out that as the HCA role is developing and she could now do this check for her. The HCA had free slots available that afternoon and therefore the pre-booked appointment could be then be offered to another patient.

## **5. GP's**

SKH gave an overview of the recent changes to the GP's at the practice

Dr Gunpath left the practice due to personal reasons

Dr A Sahajpal joined the practice in January 5 sessions per week

Dr S Khela will be joining the practice in March for 5 sessions per week

Dr R Mithal continues to provide 5 sessions per week

Dr S Gill, GP Principal to provide 5 sessions per week

As a result a further 2 sessions will be offered from 18<sup>th</sup> March 2019 creating an additional 30 appointments per week.

#### 6. **Primary Care Networks**

NHS Long term plan is giving significant focus to delivering care through Primary Care Networks (PCNs), with the new GMS contract, due in April, expecting all practices to engage with the upcoming Network DES. It is anticipated that PCNs will be groups of practices who come together to deliver care for populations between 30,000 and 50,000 patients. In contrast to federations, PCNs will be expected to cover defined geographic locations with services delivered to all patients within the neighbourhood.

SKH advised that practices were in the process of setting up PCN's which should be in place of June 2019. Further information on the development of the PCN will be provided at the next meeting.

#### 7. **Macmillan Cancer Champions**

Dr SS Gill and Receptionist Sammy Jo has attended training and are the practice Macmillan Cancer Champions.

Sammy Jo will contact patients with a new cancer diagnosis and offer a review with Dr Gill. Together Sammy Jo and Dr Gill will offer advice, support and signpost patients to available services.

A display will be set up in the waiting room which provides information for patients.

MB – he has seen similar information points at heart care in Walsall.

SKH – Information points are also available in the local hospitals.

#### 8. **Agenda for next meeting**

#### 9. **Any other business**

##### Extended Access Hubs

SKH informed the members about the hubs which are running a 4 health centres across Walsall.

Appointments are offered during the evening, weekend and bank holidays.

Receptionists are giving patients the telephone number to contact for the hub an appointment in addition to offering an appointment at the practice.

The service has been very successful so far and patients can expect the local GP's to offer prescriptions and refer for further care if necessary. Fast track referrals are not currently offered so the patient will be referred back to the GP if required.

The GP will have access to the patient record once consent has been gained from the patient.

10. **Date and time of next meeting:-**

Tuesday 21.05.192.00pm – To be confirmed

Useful information

Stroud Practice Website: [www.stroudpractice.nhs.uk](http://www.stroudpractice.nhs.uk)

Stroud Practice Email: [walsallccg.stroud.practice@nhs.net](mailto:walsallccg.stroud.practice@nhs.net)