

PPG Meeting 09.09.21

Zoom meeting.

Chair: John Patrick

Minutes: Dr S Brook

Item	Discussion
Apologies	B.S.Sidhu, S.Watts, R.Price, R.Bradbarum
Minutes of previous meeting	Reviewed and approved.
Matters arising	<p>Discussed COVID vaccination process. Commendation to those involved in the Studley setup.</p> <p>Discussed current uncertainty re COVID booster plan.</p> <p>Flu vaccination – confirmed have been delivered, clinics set up for September and possible overflow into October.</p>
<p>Appointment system</p> <ul style="list-style-type: none"><li>- Pending changes</li><li>- F2F appointments</li></ul>	<p>In view of lifting of COVID restrictions the Practice response to this was discussed. It is recognised that there is not one appointment system to suit all. At present patients are able to call between 08:30 and 09:00 any weekday morning and will be offered a telephone appointment with the GP that day. The GP then decides during that telephone appointment with additional contact is needed – this could be a photo, video consultation or a face-to-face appointment. At present there are no immediate plans to change this.</p> <p>A broad discussion was had with a diversity of opinion expressed. It was noted that some felt that face-to-face appointments should be more easily accessible to some.</p> <p>Coming out of the pandemic there are discussion as to whether a hybrid system of some f2f appointments and some telephone appointments being offered by the receptionist might be a possibility. This is being discussed.</p> <p>Given the potential for late notice sickness (COVID isolation etc) at present there are no pre-bookable appointments. This is also being discussed. It is recognised that with increased pre-bookable appointments ‘did not attend’ wasted appointment numbers increase as well.</p> <p>The new roles of ‘First contact practitioners’ and other PCN staff (clinical pharmacists for example) was also discussed. This has been one of the reasons for reception now asking for a reason for the call. Hopefully this will streamline care for our patients and also help in managing the increasing demands placed on General Practice.</p> <p>It has recently reported that since 2019 there has been an increase in the demands on General Practice of 120%. This was acknowledged and thanks expressed to all the staff at the surgery for their ongoing hard work.</p>

Named GP	Every patient has a 'named GP'. This is recorded on the patient's notes. Individual patients may feel that they have a greater relationship with individual GP's. The value of continuity of care was expressed – both for the patient and the GP. It is possible for patients to call on the day and see if there is an appointment with a specific GP, this may not always be available. A shift in culture away from patients only seeing one GP was discussed.
<p>AOB</p> <p>1. Recent changes in Practice structure (SB)</p>	<p>Dr Brook outlined the change in the background environment in which the Practice falls. The role of the PCN and its increasing importance were also discussed. The increasing number of Allied staff – clinical pharmacists, musculoskeletal specialist, social prescribers – were discussed and how we can better utilise their skills.</p> <p>In this context the Practice has gone through a significant period of restructuring. We now have: Business Manager : Ben Haresign Finance Manager : Claire Poole Operations Manager : interviews next week.</p> <p>There is no longer a 'Senior Partner' as such. The 3 Partners work together as a Partnership – with divided responsibilities but shared decisions.</p> <p>Once positions are finalised communicating this to staff and patients was discussed.</p> <p>Further appreciation to the staff at Tanworth-in-Arden Medical Practice was expressed.</p>
Next meeting	02.12.21, 12:00

Minutes approved following additional comment with regards breadth of discussion with regards the appointment system during meeting 02.12.2021.