

## PRESTON GROVE MEDICAL CENTRE

Meeting of the **Patient Group** held on **Tuesday 4 April 2019** in the **Common Room** at **Preston Grove Medical Centre**.

Present: Chrissie Gee, Patient  
Christine Lincoln, Patient (Secretary)  
Michael Tritton, Patient  
Dee Williams, Patient  
John Hann, Patient  
Ruth Hann, Patient  
Karen Lashly, Practice Manager

### **1 Welcome and apologies**

- 1.1 Karen welcomed the members to the meeting.
- 1.2 Apologies were received from David, Kathy and Mike Way. Malcolm Jefferies did not attend the meeting.

### **2 Minutes**

- 2.1 The minutes of the meeting held on 9 January 2019 were agreed.

### **3 Matters Arising**

- 3.1 Christine confirmed that the amendments had been made to the minutes of the 5 June 2018 meeting.
- 3.2 Christine would send all meeting minutes to Karen for these to be put onto the Practice website **[Action]**

### **4 Patient Benefit Fund**

- 4.1 The benefit fund remained at £124.00.

### **5 Assurance Visit**

- 5.1 Karen updated that the Assurance Visit from Somerset CCG went well and was a good visit. There were some discrepancies with figures/data produced by Somerset CCG, but these are being reviewed. It was acknowledged that there is a higher demand in Yeovil for appointments than in other areas.

### **6 Updates from the Practice**

- 6.1 Karen said that the appointment system is current being changed to EMIS and this has caused some disruption with appointments. The new system will enable better integration with hospital systems. We are also looking at the document management system and this may be updated at another time. Some disruption may continue with appointments booked ahead as not all the templates are in place. All staff will be trained before the new system goes live during April/May.
- 6.2 Due to a welcome recent national campaign, smear testing uptake has increased. Unfortunately as there was no prior warning of the campaign, practices have been struggling to keep up with demand. Extra clinics have now been put in place to help.

- 6.3 Preston Grove has two new reception staff and interviews are taking place for apprentices. There is currently a vacancy in the Prescribing team. Nicola has joined the Practice as a Paramedic; Miranda has joined as a Nurse Practitioner meaning that the acute team is now fully staffed.
- 6.4 One member of the Nursing team is reducing her hours to concentrate on family planning and a Nurse from Queen Camel will be joining the Practice one day a week to cover asthma and COPD appointments.
- 6.5 The Diabetic Nurse is currently off sick so there is a slight delay for Diabetic appointments.
- 6.6 Over the last few months there has been a number of training Doctors, Medical Students and Registrars at Preston Grove.
- 6.7 A new contract is being put in place for GP Surgeries and currently Primary Care is setting up networks to get Practices to work together. There is some additional funding in place for the networks to employ additional staff.
- 6.8 Preston Grove will be part of the Yeovil network covering 58,200 patients, which will include:
- Ryalls Park
  - Penn Hill
  - Hendford (Diamond Group)
  - Oaklands
- 6.9 A Clinical Director will be funded for 1 – 2 days a week, Yeovil has appointed the Complex care Manger as their Clinical Director with a secondment from the Hospital Trust. Each Practice will remain independent but through the new contract any additional funding will be linked to being part of a network.
- 6.10 The appointment system at Preston Grove will be changing as the system cannot keep up with the current pressures. Patients currently telephone for an appointment and the reception staff signpost them to the most appropriate service. However, patients are demanding to be seen by a GP even when it is not necessary. This makes it hard for the patients who genuinely need to be seen by a GP.
- 6.11 A national service called “Ask My GP” is being looked into by Preston Grove, which offers a different way of working. This is currently being used in 80+ surgeries across the country over the last seven years. This system means that patient contact the surgery and the GP sorts the requests ensuring clinically appropriate care.
- 6.12 Patients contact the Surgery on-line via an app where they can ask a question (this can be any time day or night). The patient completes the on-line form which is reviewed and a response will be sent offering them the most appropriate course of action, this could be a telephone consultation, face to face consultation or an on-line answer.
- 6.13 Everyone will be encouraged to access this service on-line, however for patients who do not have this facility they will be able to call the surgery and the reception staff will log the call on their behalf.
- 6.14 GPs review all the enquiries and this will decide the most appropriate person to deal with each request, such as reception, admin staff or the medical team. No appointments will be booked ahead and if an appointment is needed patients will have to telephone on the day.

- 6.15 This will help with the current demand on GPs. Where this is in place in other areas of the country the outcomes have been as follows:
- 30% face to face appointments
  - 50% telephone appointments
  - 20% messages and questions
- 6.16 This is a quality service as the GP is the first point of call and will review all the requests. Patients who have appointment will get more time with the GP. As part of this the GPs may be split into teams therefore patients will not necessarily see their own GP.
- 6.17 Before this can be put in place an audit needs to take place looking at all the appointments over the last two years. The results will show the number of GPs and staff required each day.
- 6.18 This audit is currently being carried out at Preston Grove, however only the managers and GPs are aware that this system is being considered. The remaining staff will be informed of the change on 16 May 2019. It takes six weeks to roll out this new system once the decision has been taken to go ahead, which will be towards the end of June 2019.
- 6.19 When this goes live there will be a lot of literature and information available for patients – leaflets, on-line, on the televisions in the waiting room etc.
- 6.20 KL asked the group what they thought of the proposed system and the group were supportive of the changes.

## **7 Any Other Business**

- 7.1 It was pointed out that the Practice is not as clean as it should be in some areas. Karen was aware of this and a new cleaning contract is in place; however it will take a time to get the cleaning back up to spec.
- 7.2 Karen was asked about other staff attending Patient Group meetings and the value of the group. Karen is the representative on behalf of Preston Grove; the feedback from the member is valued, along with help such as the recent car parking issues with the school. David and Malcolm do a lot of work for the Practice with the Yeovil and Somerset Chairs which the practice recognise and respect.
- 7.3 Karen was grateful for the help offered and explained that due to circumstances with the flu jabs at the end of 2018 only one Saturday clinic was held so no additional help was required.
- 7.4 Chrissie wondered if a member/(s) of the patient group could sit in the waiting room to give demonstrations on how to use the new 'Ask My GP' service when this goes live – they would just need to have access to a computer. Karen agreed to discuss this with the team, at the appropriate time and see if this is something that the Patient Group could help with.

## **8 Date of Next meeting**

- 8.1 It was agreed the next meeting will be held on Monday 8 July 2019 at Preston Grove Surgery, starting at 5.30 pm. This meeting would incorporate the AGM. Further details will be circulated nearer the time.