



PATIENT REFERENCE GROUP MEETING

DATE: 27 FEBRUARY 2024

VENUE: NEWHALL SURGERY

MINUTES

Attendees: Julie - Practice Manager, Nelle – Operations Manager, Judy, Geoff and Chris

Welcome

Julie thanked everyone for attending and wished them a Happy New Year!

Long Term Conditions Project

Nelle gave an update on progress with the proposed implementation on 1 April 2024. Practice teams have now all received training and have been involved in the process mapping of the project. We are still working behind the scenes to ensure that each patient is correctly set up for the 'birth' month as a review date. Those born between January and March would be allocated a different 'birth' month due to the recalls timeframes.

Information has been shared via social media and the website. Another update will be sent in March 2024. Patients who currently have LTC reviews are being informed either by telephone or face to face during consultations how this will alter their care in the future. Patients will be offered telephone or face to face appointments depending on the need of the long term condition. The new process will avoid duplication of appointments and a more streamlined process for patients.

Care Coordinator and Carers Champion – In House

Nelle gave an update on the Care Coordinator position and how she is able to support, guide and help our vulnerable patients, patients with learning disabilities/difficulties, End of Life patients, patients with complex needs, safeguarding issues and those requiring a high level of support and guidance during a period of time. The Care Coordinator is able to refer to many local services and can aid communication processes internally. An update on social media and the website is planned in order to further promote this wonderful resource.

Newhall has a Health & Wellbeing Coach who is undergoing additional training so that he will be available to support those with mild mental health problems and to also aid vulnerable patients with self-help and care. This will be in addition to his current role of advising on well-being, diet, exercise, self help and pre-diabetes/cholesterol monitoring. A practice walking group is now up and running and a menopause group is available locally.



Drakelow – boundary and future development

Julie advised that the boundary had been extended and shows on the Practice website and other forms of social media. Julie discussed the increased housing locally (possibly 10,000 to 12,000 extra patients) and how this would be catered for by local practices. Currently out for expressions of interest is the possibility of a community hub and an additional one or two GP Practices based in Drakelow. Three GP Practices have shown an interest.

This would be good for the patient population in Newhall and would allow for an additional branch site should any bid be successful. This is at very early stages with completion around 2026. The PRG felt this would be a good opportunity for the Practice should they decide to move forward with a bid.

Patient Survey

Julie discussed the patient survey which is being undertaken through February and March, question sheets can be obtained from the Practice or can be completed via a link on the Practice website. The previous survey was undertaken in August last year before the introduction of the new telephone system. A repeat survey is being undertaken to audit the improvement in service and answering times to ensure we are meeting our targets. The GP Patient Survey GPPS (Ipsos Mori) is also being circulated and results will be available in the summer.

Recognition Award

Julie advised that a new internal Recognition Award for staff was being started to aid well-being and promote positivity. Patients will be able to nominate staff who they think have done well/gone above and beyond within their role. This will be promoted via social media, on internal screens and via posters in the Practice. Any submissions will be reviewed on a quarterly basis and shared with staff. This was felt to be a great idea by the PRG and agreed that Practice staff sometimes have a difficult time meeting patient expectations and the demands on the system.

CQC Visit Update

Nelle spoke about the visit received from the CQC in December. She thanked Brian for attending the meeting with the Inspector and providing such lovely feedback. Nelle also thanked the rest of the group for offering their services.

The CQC report was sent to Newhall for their comment and to make any changes during December. Changes were requested and the report was published in January 2024. This is available via the Practice website. An Action Plan has been agreed with the Integrated Care Board (ICB) for the way forward.

There are many challenges being faced in Primary Care at the moment, the main ones being the non-increase in funding and demands on the NHS overall.

After the discussion around the CQC report, the members of the committee fed back the following:

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1. How good the staff were generally, and how much the Care Navigation Team had improved.
2. That the wait to get through on the telephone was very short and they appreciated the call-back option.
3. That the GPs and Nurses were excellent and had plenty of time for their consultations.
4. Quite easy to get an appointment whether on line or via telephone.
5. Clinical Pharmacist was extremely helpful and spent a good amount of time explaining to ensure compliance and understanding
6. How much the Practice had improved overall.

Julie asked for the feedback to be added to NHS Choices by the persons making these comments. Julie to also ensure that the NHS Choices option is made available via the website.

Staff Updates

Two new GPs have been employed by the Practice and will be starting in May and June 2024. Dr Phee will be leaving in April as she is relocating, the Practice would like to thank her for all her hard work and dedication.

Dr Jinks is on maternity leave and will be returning towards the end of the year.

The Diabetic Practice Nurse has moved on to pastures new. We wish her all the very best in her new role. New Nursing staff have been employed and will be joining the Practice shortly.

We have employed two new Care Navigators who have started this week plus a new Healthcare Assistant/Phlebotomist – we are pleased to welcome them to our team.

We have gone out to advert for a Clinical Pharmacist and a Pharmacy Technician and hope to employ in the near future. We currently have an additional Locum Clinical Pharmacist who will be with us over the next few months, she comes with a vast amount of experience and is a great asset to the team.

A member of the clinical administration staff is also moving onto pastures new and we wish her all the very best for the future. These hours have already been replaced.

We continue to have Registrars, Foundation Doctors and Medical Students on rotation at the Practice and have received positive comments from our patients.

AOB

The Practice website will be upgraded on 5 March 2024. This will require downtime of approximately 1 hour 30 minutes. Information will be made available via social media and the website. The new website is much more 'user friendly' and will continue to evolve.

Healthcare Monitors have been trialled in the Practice. These have been made available in the Waiting Room area for everyone to use. The monitors have been well received and an audit of

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usage will be undertaken shortly. Many patients like the accessibility and peace of mind of this new addition to patient care.

It was requested that a member of the Practice Team visit the local WI to give a talk on Primary Care and the services we offer. The Management Team were happy to take this forward.

Julie and Nelle thanked everyone for attending the meeting and for their positive comments.

Future PRG Meeting dates:

Tuesday 27 February 2pm

Tuesday 28 May 2pm

Tuesday 27 August 2pm

Tuesday 26 November 2pm