

Broadway and Ingol Patient Participation Group (PPG)

Minutes of meeting held at Ingol Health Centre Thur 13th Jly 17 at 1300hrs

CCG = *Clinical Commissioning Group* – PVC = *Patient Voice Committee*

NAPP = *National Association for Patient Participation* CQC = *Care Quality Commission*

VPRG = *Virtual patient representation group* OHOC = *Our Health Our Care*

SPA = *Service Planning Areas*

B = Broadway I = Ingol

Attendance

Key (Pr = Practice Staff, B = Broadway Patient, I =Ingol Patient, V = Visitor)

Present		Present		Apologies
Jill Taylor Ali (JTA)	B	Juliet Green (JG)	B	Pauline Cooke
Mary Carrig (MC)	I	Jane Grogan (JG)	Pr	
Anne Corcoran (AC)	B	Debbie Lealman	Pr	Peter Gregson
Dorothy Cuthbert (DC)	I	Terry Mattinson (TM)	B	Marilyn Gregson
Walter French (WF)	B	Joanne Murray (JM)	Pr	
Pam Freeman (PF)	I	Mike Wain (MW)	Pr	

Resignations from PPG None

New PPG members Pam Freeman: Pam was welcomed to the group & introduced to the other members from the Group & Practice staff present.

Urgent Care

Debbie Lealman, Urgent Care Practitioner; Debbie introduce herself to the Group.

MW Historically appointments have been booked 4 to 6 weeks in advance with urgent appointments being booked on the day. Many of the urgent appointments are not “clinically” urgent and these take up a lot of the doctors time. A Triage system is being introduced allowing doctors to assess how urgent an “urgent” appointment is (This will be shared between a Doctor & the Urgent Care Practitioner). It can then be decided if the patient needs to attend the surgery, have a telephone consultation or can be directed elsewhere e.g. a Pharmacy. It is expected that triaging will expand the capacity of the system.

MC enquired as to how long a “patient slot” is? The default is 10 minutes. Not sure how much time saving can be made.

MW Urgent appointments are seen at the end of surgeries, they take up 2.5 days of doctors time per week. Telephone slots offer a more efficient use of time. Also stopping Prescription ordering over the phone will free up time in the surgery as a whole.

TM Mentioned an example of his wife’s skin problem who went to a Pharmacy & was referred to her doctor. Where is the Urgent Care Practitioner brought into this “chain”? It needs to be clear to patients what is changing & what treatments will be affected.

JM A list will be put up in the waiting room.

MC felt that it is an issue dealing with a doctor over the phone where the two parties cannot see each other.

JM the question that will be addressed will be “ Do you need to be seen today”.

MC Had doubts about the system.

JG Asked where the people doing the triaging be based. **JM** One at each site. Patients can see medical staff at either site, they are not restricted to their “usual” surgery.

JTA Her experience with the triage situation was good.

TM could see there being some frustration arising unless the change is handled well.

AC Suggested asking the local pharmacies to put notices up. **TM** agreed; it’s about working together.

WF Education of patients & Staff is vital for this to be a success. Mostly this has to come from the practice.

Practice accommodation

MC The Broadway list size is static & there is little scope to expand the accommodation. The expansion of housing in Cottam led to a plan for a new practice but there are no funds available from the CCG; funds have been allocated to expand the Ingol Health Centre.

Local working groups - Practice collaboration

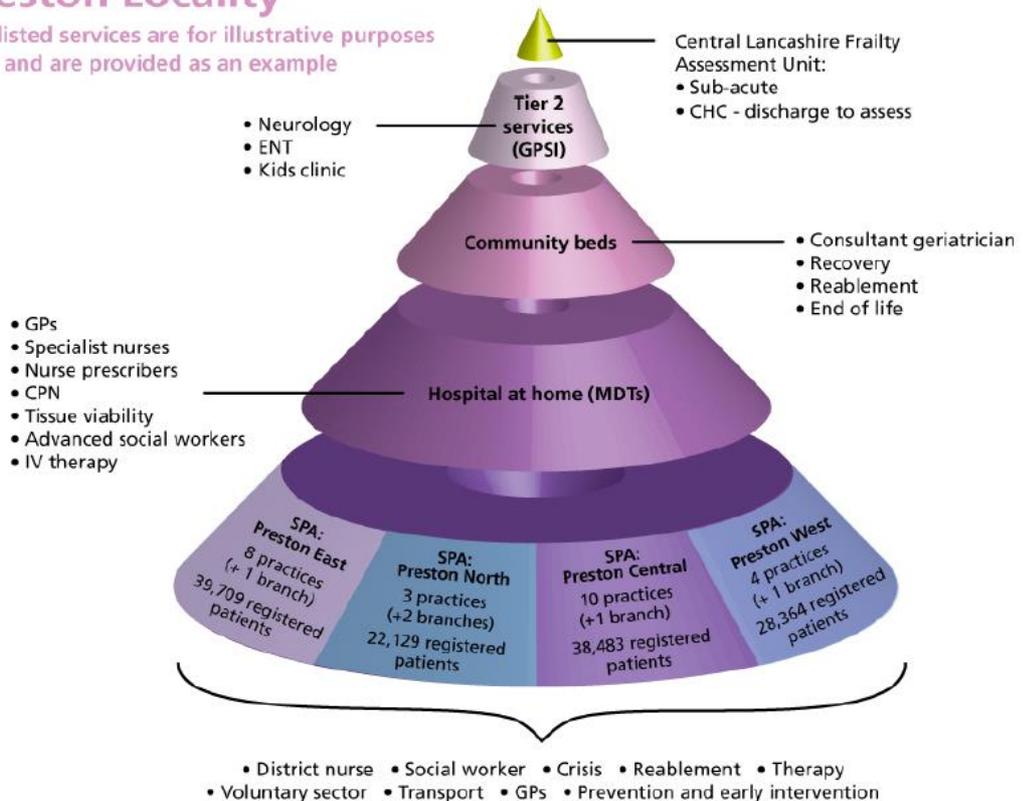
In the Preston locality the area has been broken up into 4 “Service Planning Areas” (SPA) viz Preston East, Preston North, Preston Central & Preston West. Broadway & Ingol practice is part of the Preston Central SPA (10 practices & 1 branch). (See The Central Lancashire Local Delivery Plan page 20; download PDF from <https://www.greaterprestonccg.nhs.uk/download.cfm?doc=docm93ijim4n3176.pdf&ver=4703>)

MW Greater Preston CCG wants practices to use their resources better. Smaller practices have difficulty in providing all the services require; being able to use other practices to provide services relieves pressure on the system. Looking at Evening, Saturday & Sunday appointments, for instance, is likely to be provided on a rotational basis within the SPA. It is expected to take pressure off A&E. The NHS is trying to provide a 7 day / week service with “thin” resources.

Preston Locality

Preston Locality

The listed services are for illustrative purposes only and are provided as an example



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From

Our Health Our Care

Central Lancashire Local Delivery Plan 2016/17 – 2020/21

NB the next meeting of the PPG is at 1pm on Thur. 14th Sept 2017 at Ingol Health Centre
W French