NHS logo

**Carmel Medical Practice**

**Patient Participation Group**

**Date: Wednesday 15th June 2022**

**Present:**

**Dr Randall - Partner**

**Sue Geldart – Practice Manager**

**Holly Larman – Lead Nurse**

**Carole Ferguson – Patient Representative**

**Richard Twomey – Patient Representative**

**Neil Thompson – Patient Representative**

**David Lee – Patient Representative**

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| **Item** | **Outcome** | **Action** |
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| **Apologies For Absence** | Shelia Parkes – Patient Representative  David Simmons – Patient Representative  Kenneth Greenfield – Patient Representative  Jen Smart – Deputy Practice Manager |  |
| **Minutes from last meeting recap** | No actions to report on from the last meeting.  SG updated on the recent guidance regarding wearing face coverings in healthcare practices – posts have been added to our social media sites, website and text messages sent to patients last week. SG asked if the communications were clear, PPG members felt they were very clear. |  |
| **Enhanced Access Survey** | SG shared the PCN presentation that was shared via the Q&A sessions for patients (sessions held on 9th June) and presented to PPG members so that all aware of the background/rationale for the survey and case for change.    The results from the survey for both the PCN as a whole and the Practice were presented by SG. The headline responses were presented but not the detailed comments (as far too many of them), SG updated that the PCN are going to summarise the comments into themes but as the survey only closed at 8am on Monday there had not been time to do that yet. SG added that the results are 'hot off the press' so the PPG members are having early sight of the PCN as well as the Practice results.    Overall, there were 13,122 responses (10,507 fully completed, 2,615 partially) across the PCN, circa 770 of which were from patients registered with Carmel Medical Practice.  SG added that the response rate from under 40's was low and that the results for those in the lower age bandings (up to 50) indicate a stronger preference for early morning appointments than those in the higher age bandings. PPG members felt this was not surprising given the younger patients tend to work and would favour early morning appointments whereas the higher age bandings tend to be retired and can attend for appointments at any time. PPG members felt that the results for Carmel Medical Practice demonstrate a desire for the early morning appointments to continue.  SG said she would keep PPG members updated at the next meeting (mid-September) and that there is potentially going to be further comms/updates via the PCN over the coming months.  SG added that the PCN (which incorporates all 11 Practices across Darlington) have until 31st July to design the new service which will start on 1st October.  PPG members asked how many hours our GPs work, SG explained most are part-time with two working 7 sessions which equates to 29+ hours. MR explained that many doctors work above their sessional time as they take work home as seeing patients generates more work than just the consultation. It was agreed that more GPs in more deprived areas are required, SG added that we must make the roles more attractive and part-time flexible working must be afforded otherwise we would struggle to recruit (as some practices currently have vacancies and are unable to recruit) we are fortunate in that we have no GP vacancies.  PPG members asked about how the GPs are going to be able to provide more cover, SG emphasised that extended hours are already in place across all GP practices and that this is therefore not new 'additional' work but a redesign of existing hours. It is the change in when the enhanced hours can be provided that has changed but the PCN are hopeful that, if we can demonstrate patient need, the CCG will sign off a plan whereby a proportion of the enhanced access hours are provided outside the NHS England requirements of 18:30-20:00 weekdays and 9:00-17:00 on Saturdays. Practices across the PCN believe that only to provide enhanced access during these hours will be a retrograde step for Darlington patients given we currently provide access to general practice services from 7.30 Monday to Friday mornings as well as Sunday appointments.  All appointments must be available to anyone registered with a Darlington Practice, but appointments may not be available at all practice premises. |  |
| **Items from PPG Members** | PPG member raised the issue of getting an appointment (he was offered an appointment for 3 weeks' time for something he felt needed attention sooner). SG updated further on the changes the Practice has made with offering appointments in advance (pre-bookable) and that we now offer pre-bookable appointments up to 12 weeks in advance there has been difficulties ring-fencing sufficient capacity for on the day and urgent appointments so we do need to re-look at this and perhaps carve out some appointments to embargo and release to help same day/urgent demand. SG added that since the changes were introduced many tweaks had been made as it is important that we adapt in response to patient demand as well as what the Practice team feel is working less well than we would like.  Issues with screen in reception and being able to be heard by reception staff. Practice to consider removing the screen (installed at the onset of covid pandemic) but being mindful that it was for safety reasons for staff too. To consider adapting current screen to afford protection of staff whilst improving the sound. | SG  SG |
| **Any Other Business** | Nothing further raised |  |
| **Date and Time of Next Meeting** | To be confirmed | JS |