

MEDICI PPG MEETING

9 May 2018

Present

GA © EJ

CC GN

JE VN

Dr F JO

DH A P-B

MH Dr Q

Dr H CR

CJ Dr T

Not all attendees were present for the entire meeting. The Chairman noted that our PPG was always well supported by both staff and patient representatives.

Matters arising from previous meeting notes

At last september's meeting, Jay Smith from Cancer Research had spoken on a questionnaire programme in Luton, results of which were due last December. GA had invited him to this meeting but was yet to receive a response. GA will additionally ask Professor Sinclair to make a 10 minute presentation on a forthcoming research project.

Walk-in Centre

It was confirmed that a separate GP Practice is located at this site where the Walk-in Centre, also there, has recently been converted to a non-urgent 111 Care Centre.

Luton CCG Patient Representation Group (PRG)

The CCG incorporates PPG representatives into its (equivalent) PRG but is hampered by sparse attendance. It has put out a general invitation for more staff/patient reps. so matters for discussion can incorporate more local, detailed information.

Staffing

EJ announced that Dr S is taking a 6 month sabbatical and Dr NH has been recruited as a 3-day per week salaried GP

The appointment of a clinician pharmacist (announced at the last meeting) will probably be on a 2 ½ day per week equivalent basis and an advert for a physician's associate will be placed on the RC Physicians' website.

EJ was pleased to report that another nurse practitioner has been recruited and the Practice now has a strong complement of nursing staff. Front-line reception staff are increasingly directing patients to minor illness nurses.

Closure of patients' register/list

The last meeting outlined the reluctant necessity to close the register to new patients as unsustainable demand could endanger standards of care. The closure is for an initial 3 month term and already pressures have been eased by a 10% reduction in the register/list. The PPG endorses this initiative and is happy to convey this support to NHS England.

Triage system

The system is a continuing success enabling enquiries to be successfully dealt with far speedier than the former system. The waiting period for routine appointments continues at 4 weeks but the triage system has been found to provide spare capacity and free up appointments with the result that some routine cases are now seen within 1 week. Telephone traffic remains high and a max. of 6 staff is available to deal with peak time demand.

NHS Blood & Transplant Service (NHSBT) – Pilot Scheme

The pilot scheme started on 5 april and will run until 9 july, with an evaluation scheduled for august. CJ has been concentrating on strategies and techniques to encourage participation and acknowledged some clinicians will be uncomfortable raising the topic during a consultation. The pilot scheme may be extended to 6 other Practices, contingent on additional funding.

Care Quality Commission (CQC) Appraisals and Reports

...must be conducted every 3 to 5 years. EJ said that nominated Practice GPs had responsibility for specific conditions, eg diabetes, frailty.

General Data Protection Regulations (GDPR)

This new EU law protecting individuals' privacy takes effect from 25 may. To ensure compliance with its principles all PPG members must give express consent to usage of postal/email addresses and MH will be arranging to send out forms for signature and return.

CPR training

Staff (re)training sessions for cardiac arrest/heart attack is arranged for 5 june

Next meeting

Wednesdays 5 september and 5 december, 12.30 for 1pm