

Kingskerswell & Ipplepen Medical Practice

Kingskerswell Health Centre

PPG Minutes

Thursday 13th June 2019 - starting at 13:30

Items

Minutes from 14th February 2019 approved

PPG update- Terms of Reference

Some members of the PPG met as a sub-group and pulled together a reference guide to circulate to the group. They have sent a copy to Sonia for distribution but SC did not know to circulate it and has given feedback on the document.

The minimum age group to be part of the PPG was discussed. Some members felt that it should be 16 or over unless accompanied by adult due to safeguarding concerns however others expressed that the PPG should be open to all patients no matter how old they are as due to previous experience. It was found that it was beneficial engaging with schools and having young people's voices heard as they are not often represented and they put some good ideas forward.

It was generally agreed that it was an excellent idea to go around schools as it would be a good learning opportunity for them.

Wendy Browse noted that there should be no safeguarding concerns as any member of the PPG who has a DBS can act as a chaperone.

The PPG members will add the age limit into the Terms of Reference and update them. The terms of reference will be a major item on the agenda ready to be discussed for the next meeting.

Health Centre Updates

Practice dashboard-

In the meeting in October 2018, Rosie and Sonia presented a table of data that reflected practice activity such as the amount of appointments seen by the clinicians, the amount of phone calls taken by the admin team, etc. The PPG found this very informative and it helped them to understand the monthly demands of the practice. The Team are currently working on a practice dashboard and this will help the practice to manage and understand workload, demands and pressures. This dashboard will update monthly and allow us to monitor these demands as well as the number of complaints, DNA's and appointments seen by clinicians. Once everything is set up to produce the first dashboard it will be easy to produce it monthly; Once it is established it can then be introduced as a standard item to share with PPG and virtual PPG. This is helpful to the members of the PPG and it will enhance everyone's knowledge about the practice.

The HOPE programme-

This programme was created to aid social prescribing. The programme is being run by facilitators trained and employed by the NHS however there can also be volunteers. There are currently 30 trained facilitators in order to run the programme within Newton Abbot. The programme is 6 weeks long with weekly meetings and they target a range of issues such as fatigue, pain management and healthy eating. This programme has been ran at Kingsteignton Practice once for 6 weeks and it was said that the people who attended have built relationships and continued to meet even after the programme therefore the programme has a good outcome. Kingskerswell Health Centre will be running three courses of this programme. The first one will start on the 27th June and will be held Thursday evenings at 6pm, to attend these sessions you can self-refer or you can also be referred by a GP or NP. There is currently capacity still on these courses of the programme if anyone is interested.

It was asked what type of person this would benefit and originally the programmed had been created for patients who have long term conditions however now there is now no criteria as it has become more holistic and would benefit patients with health conditions, lonely patients and single mothers. The Health Centre has been advertising this programme on its waiting room screens. After the course on the 27th June, the Health Centre will run another one in mid-September and one in January of 2020.

It was questioned if the programme would be like Alcoholics Anonymous and it was explained that it wasn't like that as it was a lot more holistic and tackles a variety of issues such as loneliness as well as health issues. In often case it was found that when patients attended, if there were lots of people with the same conditions it did not help as there was less experiences within the team to draw from.

We discussed how to recognise and locate people who do suffer from loneliness for this programme as it is hard to locate due to people being so private, within the practice we have a web of people who aid us in finding and helping people who are lonely, these people are:

- Our GPs who can identify it during a consultation
- Gill Gould and volunteers who works closely with older people notify us if they recognise it.
- Share & Care in Kingskerswell and Ipplepen
- Alistair Dewhirst e-mails us when concerned

The GDPR Issues of the above were discussed and if Alistair Dewhirst recognises loneliness he would have to ask the patient if they were happy for him to express his concerns to us. Kingskerswell Health Centre staff cannot give out any patient information without written and signed third party consent.

Dr Anna Kennaird is able to assess in consultation if there are wider issues with a patient than what they are presenting with. She identifies peoples appointment patterns such as if they are consulting often or presenting acutely but encouraging them to engage is difficult.

The Programme is held at Kingskerswell as it has the sufficient facilities, unfortunately there will not be any HOPE programmes held at Ipplepen as they do not have the facilities and space to accommodate them.

Improved Access-

The HOPE programme is going to be delivered within the IA contract so we will be able to offer weekend meetings at Cricketfield, the Newton Abbot hub and Pembroke Surgery the Paignton hub.

The Improved Access team have identified that those patients who live furthest away from the two hubs have had a low uptake on the Improved Access scheme. They have organised seven satellite clinics in the more outlying areas such as Brixham, Totnes and Ashburton as patients weren't accessing appointments due to being less willing to travel the distance to be seen at the Hubs. These clinics will run on a Saturday morning from 8am to 2pm solely for GP appointments and so far the uptake has gone well.

Improved Access is not OOH or an emergency service, it is used for routine GP, Nurses & HCA appointments and all of the clinics available are pre-booked by the surgeries in Newton Abbot.

Improved Access offer weekend and evening appointments but should not be used in conjunction to 111 or Devon Doctors.

Patients may not know the distinctions between the variety of services and what they are available for. The Practice will have a description of services as a standing item on newsletter to help patients be better informed. This has been launched to patients, however the group feel it's something the practice does need to re-communicate and reiterate as it can feel confusing.

Early visiting

Throughout January, February and March the Practice had additional funding from NHS England to increase GP capacity, this enabled them to leave the surgery earlier in the day to complete their home visits at around 11am as opposed to 1pm. This was so that if patients need to be admitted to hospital they can be admitted earlier in the day and studies showed that if patients were admitted during the day, the investigations could be completed throughout the day and the patients would be discharged by the end of the day however if patients are admitted after a Home Visit at 1pm the patient was more likely to be admitted overnight.

Across the 7 practices there was a total of 821 early visits of which 73 of the patients were admitted and 225 admissions were avoided, this equated to £562,000 being saved from patients avoiding admission. The practice will continue to engage with the CCG and wider NHS team to see encourage this investment and saving for winter 2019.

Home Visits-

If a patient is out of our practice area they may be registered but unfortunately we are unable to offer them home visits, the current process is so that when people apply to be registered out of area it is a GP's clinical decision whether they are well enough to be registered here as we would not be able to do home visits but if they were registered with their nearest practice, they could. From Kingskerswell and Ipplepen we cover a wide area such as Stokeinteignhead, Combeinteginhead, Marldon, Staverton, Lanscove, Torybryan, Denbury, Broadhempston.

We don't offer home visits to out of area because the geography of them and travelling can be difficult and take up a lot of time.

Twitter-

The practice is now live on twitter as members of our admin team have set us up an account. This will be a good way to release and share information quicker; some patients are very active as well as other NHS organisations. Within our first day on Twitter we have already been followed by 45 other NHS organisations as well as patients.

Twitter will be used to use for more imminent communication such as if it snows we will be able to get a message out quickly and efficiently. We will still continue to communicate in all of the other ways as normal but we needed something to speed up communication for more imminent issues. On the twitter page we are hoping to set up a one way feed which won't allow for discussion as we don't want people to be on twitter all the time. It will be strictly used for sharing information and feedback and we will still send messages out as normal.

We are running a digital drop ins to help people with technology but they are unfortunately coming to an end now, our next digital education day is on the 28th June.

Staff Updates

Unfortunately our Practice Nurse Wendy will be leaving as she has decided to go back to Palliative care which she trained in so we are currently underway with our recruitment programme to employ another Practice Nurse. Since the last PPG meeting we have also welcomed 3 new people into our administration team.

Federation news & update

PCN

We currently work under the umbrella of Templar Health alongside the 7 other practices in Newton Abbot. There is a new contract for the investment and support for primary care networks so a group of practices are coming together to enhance services. The guidelines are that the patient limit should not exceed 50,000 across the practices. Templar Health is currently at 71,000 patients so we would be too large to participate. To meet the guidelines of 50,000 patients we have formed two Primary Care Networks. We are still under Templar Health, but are just now two networks within the federation. To represent the west side of Newton Abbot our two surgeries have joined Bovey Surgery and Albany Surgery and we will be named Newton West. Devon Square Surgery will join with Buckland Surgery, Kingsteignton Surgery and Cricketfield Surgery to represent the East side. This will start in July.

It will create funding from NHS England to recruit into the practice team a practice pharmacist and social prescriber.

Up until the 5th year there will be further investment and support and at year 5 it will stay where it is and we will become eligible to continue to receive the funding.

We are currently working on a Pharmacist recruitment programme.

Dr Kennaird agreed that it will be exciting to have first tier pharmacist on board and it will be nice to have a bit more flexibility. Shared concerns that funding doesn't go toward new GPs or extra hours for GPs.

The Newton Abbot Forum does not need to split into 2 to reflect this.

It would be good if the members from our PPG and the PPGs from Albany and Bovey Tracey met to share information and ideas as Bovey Tracey is very proactive.

Devon Wide Engagement & Newton Abbot Forum

The forum had the first general meeting yesterday that 156 people turned up to this includes members of PPGs, managers and administrators.

The membership for PPG was discussed as it is difficult to recruit people into PPG. Some groups have been into schools and raised interest there, with considerable success. Surveys have proven motivate young people as they enjoyed completing them and handing them in.

Organisation of PPG – It is a Devon wide system but it is up to each practice how they organise their PPG.

Loneliness amongst general population- Loneliness is not just in the elderly widows and widowers but young people, unmarried and single mothers. It was discussed how to pass on if you worry about someone suffering from loneliness without breaching GDPR.

It was discussed that some sort of directory of small and local organisations would be helpful as they don't often get advertised so helpful organisations can be overlooked.

Some GP surgeries pay lip service when consulting PPGs and some practices are preventing PPGs from forming.

Money had been raised- The League of friends and Council in Budleigh Salterton bought the hospital and have turned it into a health and wellbeing centre.

In Torquay the practice had garden outside being occupied by people who were using drugs which was making patients reluctant to pass walk across so PPG bought it as private property.

Our PPG used to be very active but now has seemed to fall behind and it was generally agreed that the PPG could be doing a lot more.

The group will be meeting annually.

Dr Kennaird agreed on the directory of small organisations to refer to. But ongoing shared directory is not necessarily in the health remit. Rosie is looking into a social prescriber who can act as a sign poster to direct patients to support groups and organisations. She will action a directory of services and will keep the PPG updated.

Kerswella

Unfortunately there was no one from Kerswella in attendance

Kerswella has become standing item on agenda.

The Memory Café in KK is up and running and is well established.

We have purchased a vehicle for Kerswella which is running well.

Praise for Gill & Group of volunteers as they are running trips and social events, they are good at identifying lonely patients.

Kerswella is in need of more volunteers.

Kerswella does cover Ipplepen but there is some resistance from Share & Care as that is going so well they are less receptive to change as share and care is a strong team and organisation.

Gill will cover Ipplepen but Ipplepen does not use Kerswella services as much.

Patient Survey

There is an annual national survey that Ipsos morey is running; they are a third party organisation running patient survey from which we will receive the results in the middle of July ready for next meeting.

AOB

- Evening meetings- It was suggested that it would be nice to have an evening meeting over the summer, from the practice staffs perspective evening meetings are hard to sustain as the practice is open up until 7 every day except Friday. Meetings were moved from the evening as it was generally not a good time.
- It was felt that Ipplepen was being isolated as none of the PPG meetings have been held there due to insufficient facilities. There is a possibility to hold one meeting a year in Ipplepen, possibly in the Village Hall, members of PPG will chase the venue up. Possibility to meet in Abbotskerswell so everyone would be meeting in the middle. There would be suitable facilities for the group. Members of the PPG will look into this.
- BT- Praise for HCA. When a blood test has been taken, the results are generally up on System Online within 8 hours. On System Online if you are newly registered you may not be able to immediately see your test results as we have to run your medical record through a software called IGPR to redact any information it deems too sensitive as per NHS Guidelines.
- When looking for online appointments, there were only 2 or 3 available across the whole of the practice but it was the patients understanding that all appointments would be available online. Rosie will look into this.
- Praise for dispensary. They are always helpful, efficient and smiling.
- Petition for dispensary- We didn't get enough signatures to go to parliament. New housing is being built alongside a possible community hub; if a pharmacy goes into the community hub we will lose business around that area as they will now be in a 1 mile radius of a pharmacy. This could be inconvenient for patients.
- Everyone reminded that any one of the patients were welcome to become chair of the PPG.

Next meeting will be Thursday 17th October