

Carterknowle and Dore Medical Practice
Patient Participation Group Meeting

Tuesday 28th June 2022

Present: Dr R Kenny, GP
Hayley Harriman, Care Co ordinator
Karen Goldthorpe
Paul May

Apologies: Liz Nicklen
Sharon Johnson

Item	Action
<p>Network extended hours -</p> <p>Dr Kenny explained the mandatory contract that will be taking place for GP surgeries from the 1st October 2022. After this date, extended hours will be mandatory for all surgeries and hours of 8:30pm onwards Monday to Friday and 9am-5pm Saturday must be included within the offered appointment times.</p> <p>The idea of the proposed sites for these extended hours will be offered at Sloan and Porterbrook Hub sites, but this is tbc.</p> <p>Obvious issues included staff burnout, as a lot of our Practice staff already work full-time hours and more, so this was made clear before the change was put in place, the NHS were certain that this will not be a problem, and they have the scope for staffing these offered hours.</p> <p>Other issues extended to Continuity of care, attendees discussed the possibility of losing the 'Family Doctor' ethos, which, in this instance, is the case. Dr Kenny clarified that continuity of care will be there and available for when it is <i>necessary</i> for patients, but so will Rapid Access care, all provided in equal balance.</p>	

<p>Health and Wellbeing Hub -</p> <p>Dr Kenny expanded on the current service being offered to patients within the PCN. The Health and Wellbeing Hub is a service ran by Kira Hutson, the Care Coordinator for the PCN. The aim of the Health and Wellbeing Hub was to provide patient's with a link to services that may be of assistance to them in the non-medical field. For example, Kira will often contact patients that are having issues with non medical related issues, often at the request of a clinician and explore any services with them that she feels will benefit that person. Kira is up to date on services offered within the Sheffield area and can put the patient in touch with the relevant people to help them.</p> <p>The aim was to approach the frequency of clinicians seeing patients with a non-medical requirement and often they are not the appropriate person to see.</p>	<p>Hayley will put Kira in touch with attendees Karen and Paul.</p>
<p>Network PPG –</p> <p>As part of the incentive to broaden GP horizons into a network level, Dr Kenny briefed the attendees on the movement of individual practice level PPG meetings, changing to a Network Level PPG.</p> <p>This has the vision of broadening the spectrum into a broader, more dynamic discussion and hopefully mobilising resources to their full potential.</p> <p>Both Paul and Karen expressed interest and wanted to take part.</p> <p>Dr Kenny did advise that as a result, the current PPG in practice has a question of value in future.</p>	
<p>Miscellaneous / Any other business -</p> <p>Covid Boosters 2022 Autumn/winter -</p> <p>Karen wished to discuss the update on Covid boosters, if any. Dr Kenny advised that primarily, the Autumn booster programme will be offered to the at risk groups (> 65 year old patients, front line workers, clinically vulnerable etc.). We hope to provide the Autumn boosters in line with the Influenza Programme roll out, as much as possible.</p> <p>There is no plan to shut Dore to provide Covid Vaccines at a network level, the surgery will remain as our Practice Site for our purposes only.</p> <p>Chasing Results -</p> <p>Karen had a query with regards to who was responsible for chasing patient results. To clarify, Dr Kenny advised the process of when it is appropriate for the surgery to chase results. As the surgery receives results every day, via 'ICE', electronic and paper clinical letters, this does have an impact on not only what is appropriately communicated with the patient to whom it regards, but also whom chases results due to capacity.</p> <p>For example, we do not chase results from the hospital if we are not expecting the result, as we do not have the capacity/need to do so. If the hospital wishes to advise us of something, it is their responsibility to do so.</p>	

Pollution –

As discussed previously in PPG meetings and partners meetings, Paul asked if the practice had yet discussed the information he had sent about air pollution levels in the home and if it will be possible to display it in the practice for patients to see. Dr Kenny will discuss this in the next partner's meeting to see if this is something we can assist with circulating.

BMR text messages –

Paul asked if there was any change in the BMR text messages that included abbreviations. As previously discussed we were limited to the characters we were allowed to use, so to be as brief as possible, putting the full words in the texts wasn't possible. Since that discussion however, Hayley clarified that we have had an update to our system and there has been an increase on the total number of characters allowed. I have since amended the content of the text messages. They will no longer consist of using the jargon of 'BMR' or 'HCA', the words will be in full.

Care Navigators Role –

Clarity was given to the attendees on what the Care Navigators role is within practice and why the amendment in name from 'receptionist'.

Dr Kenny explained that most of the reception team are Care Navigators, not including the more junior staff or members that are new to the practice. The term Care Navigators best fits the role of those members of staff, their role is to help navigate the patient to the appropriate means of care, by taking the appropriate information from the patient and taking the next step as needed. I.e. booking the correct appointment with the appropriate clinician, advising the patient to self care via using the pharmacy, or allocating the query with the appropriate professional.