

MERSEA ISLAND PRACTICE PATIENTS GROUP
 Minutes for the meeting on
 Tuesday 14th May 2019 at 5.30pm for 5.45pm
 At the Community Support Hall, Melrose Road, West Mersea

Attending:

Chris Cheetham – Acting Chairman	Ian Crossley	Alan Tucker
Sally Bignall	Rosamund Crossley	Janice Tucker
Jenny Chalklin	Malcom Ede	Martin Westley
Peter Clements	Sarah Hurley	Linda Westley
David Cooper	Alan Mogridge	Judith Wingar
	Faith Tippet	Su Rhys Jones – Secretary

The Group welcomed Zoey Hilliard, Practice Manager, to the meeting. Zoey again apologised for missing the last meeting but her son had been very ill and taken to hospital. Everyone wished him well.

Zoey began her report with the news that the Practice now has new telephone and website providers. Dr Patel has kindly become the new voice for the telephone welcome message which explains why the reception staff will be asking questions as to why you need an appointment. It informs patient's that this is being asked on the GP's instructions and helps the Practice make the best use of all clinical resources.

Zoey has uploaded all new content to the new website and advised the PPG that it is more interactive and enables patients to obtain self-help information. Typing in your symptoms will give you a link to advice as how to manage, without necessarily seeing a Doctor. The site also allows patients to ask a Nurse, or the Practice Manager, a question and next year it is hoped to add GPs to this feature.

The Practice will be managing a lot of changes over the next few months, the overriding pressure being to manage the number of patients in the available space. They are going to set up Chronic Condition Pathways for long-term conditions such as diabetes, COPD etc. Patients with a diagnosis for one of these conditions will then be invited to a one-stop shop type clinic, facilitated by the nursing team. The aim is to free up some of the GP capacity allowing the GPs to offer 15 minute appointments in the afternoon to the most complex patients. Morning appointments will remain as 10minutes. This change is hoped to make better use of the nursing team, which is currently underused, and the GP's time which is currently significantly oversubscribed.

The COLTE partnership remains in place, even as the NHS begins to roll out a new Primary Care Networks, which is mandatory as part of the new GP contract. It is hoped that with the combined resources, the Practice will be able to have a pharmacist, para-med, social prescriber etc. and will share these resources with the other practices within the PCN. Zoey wanted to reassure patients that despite what type of clinician they see, their GP remains involved in the care of their patients and all clinicians will work within the limitations of their role / speciality.

The Practice continues to have very high DNA (Did Not Attend) and same day cancellation numbers for appointments with the Nursing Team. A few will let the Practice know but too late for them to be able to offer the appointment to patients waiting. The numbers for the GP appointments are not as bad, but still enough to be a concern.

There are no plans yet for new premises, but there is awareness that something needs to be done. The reason the last option failed was because of the NHS 25 year no break contract, which will not be part of the next plan. NHS England and the North East Clinical Commissioning Group (CCG) have now made Mersea a top priority for a new site, so this should help if a site can be found. There was a discussion on the recent application to build on Brierley Paddocks and Zoey

confirmed that the Practice had made objection on the grounds that with another 201 dwellings, generating perhaps 500 new patients, they did not have the facilities to manage safely. Su agreed to share the link to the Colchester Borough's planning department:

This is the link:

<http://www.planning.colchester.gov.uk/WAM/showCaseFile.do;jsessionid=1AB94CDE88D7BC83FAA21319152C480F?action=show&appType=Planning&appNumber=190200>

The Practice will have 3 new Registrars in August and there are future plans to take on another GP. There are advertisements for 2 more administration posts, successful candidates will be responsible for all the paperwork, coding, scanning, etc for all inbound correspondence received by the Practice. Zoey also now has a PA for 3 days a week; this will be Janet Higgs who is already working at the practice.

The government is still pushing for all patients to have full online access to their medical records, however full access is not mandatory until 2020. Zoey advised the PPG that all patients have access to appointments, medications, coded consultations, allergies, immunisations and problems. Zoey stated that there had been a redaction of access for some patients who had been able to view their documents online. It is now not possible for patients to access their documents online due to the changes in the GDPR (Data Protection) Act. It is hoped that NHSE or the government will provide suitable software to redact sensitive and third party data from patient records ahead of the mandatory go-live date in April 2020.

Zoey advised that the Practice is due to have a new, faster, secure internet infrastructure installed. This is part of a national programme but Mersea is a priority. Patients should be aware that this may result in some down time but the Practice will make public announcements where possible.

There was a general discussion about helping patients to register online, so as to be able to access all the new time saving systems. Zoey said that other Practices had put a tablet or iPad in the waiting room, with help on hand to talk patients through the process. Members of the Group offered to man the tablet to help patients. Zoey said she would explore this as a possible opportunity.

Zoey briefly mentioned the recently implemented zero tolerance social media policy. Zoey felt this had to be done to protect both doctors and staff and again urged patients with a problem to contact her so they can work together to bring reform and changes where necessary in order to avoid repeated issues.

The next meeting will be Tuesday 9th July