

**OVERTON PARK SURGERY
PATIENT PARTICIPATION GROUP MEETING
WEDNESDAY 19 June 2019 6:30PM**

MINUTES

PRESENT: RS, AS, TT, CLC students, Mark Thatcher Practice Manager (MT), Dr Coker, GP Partner

A. Welcome – introductions and apologies

Apologies from KM and SH. No other apologies received. MT was pleased to welcome a new member (TT) to the PPG.

The group introduced themselves. MT welcomed the new PPG member and Dr Coker, GP Partner.

B. Minutes of previous meeting

MT went through the minutes of the February 2019 meeting. There were only two actions of note; MT has sought new speakers for future health education sessions (to be discussed further on in the agenda) and has spoken with the Overton Park Surgery Office Manager regarding transport for patients.

C. Staff/Surgery news

MT confirmed that following her 6 month contract at Overton Park, Hanna Steadman (Advanced Nurse Practitioner) has left to take on a fulltime position at Churchdown Surgery.

A new receptionist has been appointed (Tania Surman) and has been with the surgery for 3 months.

Dr Fox (GP Partner) has been confirmed as a GP trainer and is currently supervising Dr Andrew Giannelli. Dr Giannelli is here until August. It was recognised by the PPG that Dr Giannelli is very popular with patients and has been a very welcome addition to the clinical team.

There will be two new GP Registrars joining the practice from August – Dr Lucy Wood who will be supervised by Dr Fox and Dr Eva Pijpers who will be supervised by Dr Morgan.

D. Appointment duration

Dr Coker reported that she undertook a trial of 15 minute appointments for her clinics. The background to this is that the BMA and Royal College of GPs recommend 15 minute appointments. The 'norm' is for 10 minute appointments.

The trial went well and Dr Coker found that the change from 10 to 15 minutes did not affect her access or that of her GP colleagues. Dr Coker explained that Kayleigh Moore, the IT Manager at Overton Park Surgery, assisted Dr Coker during the trial by interviewing her using proven research techniques to look at things like body language and use of language.

The longer appointments are beneficial for a number of reasons including allowing the GP to spend more time focussing on the problems patients present with during consultations and to help reduce 'burn out' of GPs which is an increasingly prevalent issue in the profession.

The intention is now to expand this trial further and for all GPs to move to 15 minute appointments in the Autumn.

E. CQC

MT reported that the surgery will be inspected by the Care Quality Commission (CQC) in November. This inspection has come about following a telephone interview with a CQC inspector in April. The inspection will be looking at several 'key lines of enquiry' and at specific target populations. MT advised that at the last inspection in 2016, CQC spoke to two members of the PPG about the surgery. MT would be grateful if anyone from the PPG could make themselves available to the CQC at our inspection in November.

The surgery will be informed of the date of the inspection two weeks prior to the inspection.

F. Premises

MT once again emphasised that there are no plans for the surgery to move to new premises at this time but that consideration must be given to the future and the need to provide more services to a growing population. The practice population may increase further in the next few years when local practices move to a new centre in Prestbury.

MT has a draft survey that he would like assistance with from the PPG. MT will circulate the survey and ask for PPG members' thoughts on the survey. The practice will need to run surveys to seek the views of patients should any future move happen.

G. Health Education sessions

MT has been in contact with Dr Jim Moore from Stoke Road surgery in Bishops Cleeve. He has indicated that he may be able to speak at session for Overton Park Surgery patients on cardiovascular disease (CVD). MT will try and firm up some possible dates for this session with Dr Moore before the next PPG meeting.

H. Any other business

MT explained that the new General Medical Services contract 2019 includes the requirement for **GP surgeries to offer 25% of all appointments online** by 1 July 2019. The surgery has looked at this in some details and has ensured that GP appointments and phlebotomist appointments are available. Nurse appointments were considered but the nature of these appointments means that length of appointments varies and would be extremely difficult to manage.

The surgery is considering adding flu appointments online although MT is aware this could be problematic if patients who are not eligible for the vaccine book an appointment.

TT raised an issue with the availability of access to the **full patient record online**. MT explained that this is an issue that is currently in discussion between the BMA and NHS England as it does present significant logistical issues for practices. The difficulty arises in that it requires GPs to check records in full before they are made available to ensure that there is nothing harmful to the patient included and that third party information is redacted. Currently the clinical system does not allow practices to redact individual items without removing whole consultations which is inappropriate.

I. Next meeting

The next meeting was due to be held on 21.08.2019 but this is now too soon given the delay to this meeting. MT will offer alternative dates in September to the PPG. MT confirmed that ideally the PPG should meet three times per year.

The meeting closed with thanks from MT to all for attending.