

ROTHER HOUSE MEDICAL CENTRE

Patient Group Meeting Thursday 16th December 2022

Held via TEAMS meeting remotely 16:00

Present:

Tom Ganner
James Shell
Jo Min
Elizabeth Dixon
Chris Strangwood
Dr Cristina Ramos

Apologies:

Mark Fenton
Anita Gillman
Linda Pollock
Heather Golding
Peter Toozer
Russell Young
Annette Smith
Shelagh Williams
Tony Newey

		Actioned
1.0	Apologies: As above	
2.0	Minutes of previous meeting: N/A	
3.0	Matters arising None	
4.0	Items for AOB (chair to filter)	
5.0	Update from South Warwickshire Patient Engagement (CS, ED) This group was previously the Patient and Public Participation Group (3Pg), that was set up by South Warwickshire Clinical Commissioning group. (CCG). When the CCGs merged the 3PPg was going to be disbanded but the members decided that we wanted to continue the work we were doing on behalf of patients. The GP Federation took us under their wing and support us to continue. We are the only patient group in Coventry and Warwickshire and there is a move to replicate this model. The group is made up of the chairs of all Gps, Patient groups that want to be involved, Healthwatch, Representative from the GP federation and a board member of the Integrated Care Board. We listen to what the patients and the professionals say and then ask for the Service provider, Commissioner, or Voluntary group to come and present their services. We meet every 2 months at present.	

	<p>This represents all practices within south Warwickshire and each practice has people who attend (usually the chairs of PPG's). This group is tasked with looking at issues brought up by patients. Pamela Bradbury attended this meeting as Chair of the Audit Committee for the ICB. Current issues being looked at by the ICB include:</p> <p>Maternity services. These have fairly recently been moved within the community. Locally the centre at Bidford has closed and patients now have to attend in Alcester. There is a task and finish group looking at this from a SWPE point of view.</p> <p>Concern was raised that the new ICB will be Coventry centric and that this will disadvantage South Warwickshire patients.</p> <p>There is also a task and finish group involved with the new procurement for practice websites. This is current and there will be more feedback on progress in due course.</p> <p>There is a need for more information to patient groups about the form and function of PCN's. There is a centralised meeting in January 23 for the PCN T&F group, PCN Managers and patient group representatives to attend. More feedback from this at the next meeting.</p>	
6.0	<p>Primary Care Network update (JM)</p> <p>The PCN consists of four practices. Rother House Medical Centre, Bridge House Medical Centre, Trinity Court Surgery and Bidford Surgery. There is a DES between NHS England and the member PCN's. In addition, there is the IIF which has additional targets within it to help promote improved healthcare and health monitoring in the general population. The idea being that care reflects the needs of the local population and that care can be delivered at scale. This includes cancer care, medication reviews and social prescribing.</p> <p>The Stratford Central PCN (of which Rother House is a member) is performing well to target and is in the top two performing PCN's from the seven PCN's in south Warwickshire.</p> <p>There was a request for a bigger meeting to be held potentially at Trinity Court Surgery to help all Stratford Practices achieve the required targets within the contract which will inevitably lead to improved healthcare and health outcomes.</p> <p>On 7th January 23 there is a bigger meeting planned which CS and ED will be invited to attend. The PCN CD, PCN manager will also be in attendance. This will be a workshop style meeting.</p>	
7.0	<p>Enhanced Access (CR)</p> <p>Stratford Practices are providing their own enhanced access. This is a combination of the old, enhanced hours and the previous</p>	

	<p>extended access. At Rother House we have to provide more services on a Friday evening and 09:00-17:00 on a Saturday. These are held on fixed dates and are approximately monthly. These are appointment only, booked in advance. GP appointments, and some nurse appointments will be available. Every week, evening sessions will also be running like in previous years on Monday and Thursday evenings 18:30-20:00. These have been working well and are generally fully booked (in advance).</p>	
8.0	<p>Online (TG) Rother House is looking to review the appointment system early in the new year. This is to help improve online access in terms of booking of appointments etc. This will enhance patient experience. We are currently seeing a mismatch in demand and capacity, but this is an issue across all health providers. It is unlikely that we will ever return to the way we worked pre pandemic and that going forward there will be a mixture of face-to-face and telephone appointments. There have been a number of national surveys which are being used to guide the shape of the future in terms of access etc.</p> <p>Website (TG) Practice websites are currently being reviewed and ED and CS are involved with this with the SWPE and will update the group as this progresses.</p>	
9.0	<p>Future Meetings (All) Agreed to keep the meetings virtual for now (especially during winter and the current level of infections). Potentially move to face-to-face meetings in the summer. Aiming for bi monthly meetings and for them to be held in the evening. 16:00 was not a convenient time for many people. TG to survey patient group as to the best time of day to meet and also to establish any technology requirements so that these can be sorted in time for the next meeting.</p>	
10.0	<p>Q & A Q. ED asked about ear syringing now that practices no longer provide this service. A. Ear syringing is no longer seen as best practice and micro suction is now the preferred treatment. This is available from a number of providers on the NHS. The most common being Specsavers. Rother House does not provide micro suction in house.</p> <p>Q. ED asked if Dr Blunt has left the NHS A. Dr Blunt remains within the NHS working at a Practice in Leamington.</p>	
11.0	<p>Date if next meeting Tuesday 28th Feb 2023 – 18:00.</p> <p>Apologies:</p> <p>Agenda items:</p>	

	Glossary 3PPPG CD DES Federation ICB IIF PCN PPG SWGP Federation SWPE T&F	Patient Public Participation Group Clinical Director Direct Enhanced Service South Warwickshire GP Federation Integrated Care Board Investment Impact Fund Primary Care Network Patient Participation Group South Warwickshire GP Federation South Warwickshire Patient Engagement Task & Finish