

RIVER WEY PATIENT PARTICIPATION GROUP



PPG Meeting Friday 4th September 2020

<p>Attendees: Dr Parijat Roy, Anne Green, Roy Magee, Isabel Hyde, Bill Dick, Jim Reed, John Hope, Tania Tirraoro, Theresa Date, David Moss, Nigel Packer,</p> <p>Apologies: Mark Ryalls, Emmie Harris , David Rawlings</p>	
<p>AGENDA</p> <ul style="list-style-type: none"> • Patient relationship/link/confidence/continuity with GP. Do you have another question • askmyGP – closing off at 3pm- instructions after 3pm/Online issues • Practice Merger • Blood tests • Pharmacy Delivery • Learning Disabilities/carers/instructions • Flu Clinics 	
<p>1. Patient GP relationship Patients missing that relationship with named GP and transparency Restoring patient confidence; not sure how the practice operates in Covid times- would be helpful to put on website. Message added to website;</p> <ul style="list-style-type: none"> • In response to the coronavirus (COVID-19) pandemic, the NHS issued guidance to protect GP services and patients, bringing big changes to the way general practice operate. • These changes include assessing all patients via telephone initially, seeing patients face-to-face only when necessary and setting up dedicated ‘hubs’ to manage all suspected COVID-19 patients. • The Government announced on Monday 15 June 2020, all visitors and outpatients should wear face coverings in all health care settings. • Face to Face appointments are staggered to limit footfall into the practice along with reduced numbers in our waiting areas. Patients should arrive on time for their appointment to aid with reduced numbers. • Some essential clinics and home visits continue face-to-face but where possible, these services are being offered virtually by phone or video technology. • Our Nursing team continues to provide key services to our patients including seasonal and childhood vaccinations, chronic disease reviews, post-natal checks, dressings, etc. 	<p>AG Information now added to website under News Section</p>
<p>2. askmyGP/ online issues/reduce online complexity</p> <ul style="list-style-type: none"> • Good to know which GP is available on a particular day <i>Ask my GP says on the system which GP is on duty that day</i> • askmyGP access requested 24 hrs/day Patients would like to be able to have access 24 hours with the understanding that a request won't be looked at outside of Mon- Fri 8am – 6:30pm. <i>3pm cut off on askmyGP to be reviewed.</i> • If patient then clicks on to askmyGP after 3pm they will have to log on and then they are told that the service is closed. Please could practice review this? <i>This is how it' set within askmyGP - practice will discuss with website</i> 	<p>Practice to review askmyGP availability for patients</p>

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developers/askmyGP

However, after 3pm – message on front of website stating Please use askmyGP 8am to 3pm Monday to Friday. Between 3pm and 6.30pm please call the surgery if it is urgent

- **A repeat prescription**

Patient is taken to patient access, and then hits back button to go back to River Wey –doesn't go anywhere.

This only happens in internet explorer which the practice is unable to alter -doesn't happen in google or chrome.

PPG reported they were impressed with the speed at which queries are answered Patients have felt they can access the practice and the system has taken away the 3 week wait

Practice congratulated on new online digital triage and working so well throughout the Coronavirus pandemic. Easier than trying to get through on the phone and prefer being able to email or put in writing their request/problem.

PPG feel askmyGP is more equitable than the phone system where those who rung and got through first, would take all the available appointments

JR - Great if it could be extended with the understanding the problem would have to be dealt with later and if urgent to contact OOH.

PR and AG thanked PPG members for feedback. Pleased to know askmyGP has been a positive step forward for patients - had been in response to previous PPG meetings and complaints in regards to telephone wait times and 3 week wait for a routine appointment.

3. Practice Intention to Merge with Ferns Medical Practice Why?

Only two partners at River Wey, plus salaried GPs. With two more partners at the Ferns, will it increase resilience in both practices for the future?

Will merger be beneficial for patients and doctors or just doctors? Every step practice takes is a retrograde one. What about patients being at the heart of this?

Practice intention is to build resilience within workforce, both clinical and admin to be able to maintain and develop patient services.

Ferns only have two GPs on their website

Currently have 9 GPs

Go to front page of Ferns website

Click practice info <https://www.fernsmedical.co.uk/practice-info>

Will it be more difficult to get an appointment?

Ferns and River Wey are both part of Farnham Integrated Care Services (FICS) offering same day urgent appointments

No decision as yet as to whether a merged practice would be a personal list or a pooled list

Are there any areas that are at risk if we merge?

Working together allows us to look at services that are offered to patients, maintain and expand these.

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<p>Primary Care Networks As per the Government - looking at alternative roles/workforce to support GPs clinical pharmacists, pharmacy technician, physios, physicians associates, dieticians currently being recruited and starting in October/November. Social prescriber and mental health practitioners already in post.</p> <p>Ratio of patients to GPs Over the years has this changed, has it got less or more, bearing in mind individuals have got more complex health needs? Currently similar ratio of patients to GPs in both River Wey and Ferns. PR has seen the number of patients rise in the practice by approx. 400 over the last few years. There is a natural 'churn' of patients as they move in and out of the area. Acknowledged the complexity of medical problems as the number increase and with elderly population –merging would allow work to be carried out by GPs and nursing staff on co-morbidity clinics – treating patients with multiple problems in one visit.</p> <p>Named GP Named doctors for all patients – ask if unsure who this is. All patients are able to see any GP they wish in the practice .Named GP will not always be working on the day a patient contacts the practice.</p> <p>Doctors Interests Patients would like to see/have a doctor with an interest in certain conditions which they may suffer from, which would enhance GP /patient relationship. Would like to see details of special interests on the website</p> <p>Open Forum PPG would like an open forum for questions from patients at both practices</p> <p>PPG - Well done to River Wey on the challenges facing General Practice</p>	<p>AG to add GP special interests to website</p> <p>Date and Venue TBA for Open Forum with social distancing</p>
<p>CCG Merger What is the Ferns position on CCG merger? Is this the same as River Wey? Each CCG have their strengths – RWMP feel there are benefits to merging .Early engagement with the CCG is being encouraged who will ask for feedback from all areas and practices, Still awaiting more information on finance and constitutional changes. More information from CCG at a practice virtual meeting next week. Each practice will have a vote. We don't feel a CCG merger would prevent intention to merge. Current help and support being given to both practices by NEH&F CCG We will be in a position to share in 2 weeks' time. Practices will be able to vote after 16th September until 23rd September</p>	
<p>4. Blood Tests Availability for Patients Available in FICS by HCAs in evening appointments from 6:30- 8pm and Saturday mornings. Aldershot Centre for Health & Frimley Park are currently open for phlebotomy but new online booking system is being introduced. Walk in service no longer available Service in Farnham, which has been suspended due to Covid, due to resume? 14th September with online booking.</p>	

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<p>https://www.fhft.nhs.uk/bloodtestbooking</p> <p>Currently trying to establish a way practices can book in behalf of elderly patients</p> <p>Walk-in Services – Latest Update – 11/09/2020 D</p> <p>We will accommodate walk-ins from OPD/pre-assessment patients and those who cannot book online on all sites except Farnham Hospital*. We encourage everyone to book to help manage patient flow and social distancing guidelines.</p> <p>*Please note, when Farnham Hospital resumes services on 14th September, it will be 100% online bookings only. NO PRINTING FACILITY FOR FORMS</p> <p>Telephone Bookings are currently scoping helpdesk functionality to help patients who are vulnerable or do not have access to the internet. Our Phlebotomist on site will endeavour to help book for patients.</p>	
<p>5. Pharmacy Delivery</p> <p>During Covid pharmacies/volunteers operated a delivery service to shielding patients. Now deliver to housebound patients only</p> <p>Services available are Pharmacy 2U (free service) Echo, Well, Co-op</p>	
<p>6. Flu Clinics</p> <p>Saturday 12th September 8am – 4pm</p> <p>Every Tuesday 10:30am – 2pm</p> <p>Saturday 10th October 8am – 4pm</p> <p>Children’s Teddy bear Flu clinic – Saturday 17th October</p> <p>Priority given to patients aged 65 and over who were shielding</p> <p>Aged 65 and over who suffer with Diabetes, COPD, stroke or Coronary Heart Disease.</p> <p>Under 65s vaccinations arriving in October – priority for those who have above conditions.</p> <p>50-65 yr old vaccines – still awaiting information from the Government. Current advice is these will be available in late November/December. Further clarification needed on who will give these vaccinations.</p>	
<p>7. Learning Disabilities</p> <p>Request for patients with learning Disabilities to be flagged. Current electronic notes system (EMIS) is working on developing this.</p> <p>Patients are able to bring carers with them to appointments – discouraged due to Corvid for other patients.</p> <p>Request that any information is written down for patients with LD.</p>	
<p>8. Patient Monitoring for long term conditions</p> <p>Take strong opiates no recall /medication review – feel alone.</p> <p>Reviews carried out by GPs can be done remotely- checking notes, BPs, blood results, clinic appointments.</p> <p>Clinical pharmacists and pharmacist technician will help with these reviews</p>	
<p>9. Facebook Page</p> <p>No further development on this. TT has offered to help set this up.</p>	