

# Charlotte Keel Medical Practice (CKMP)

## Patient Participation Group

### Minutes

17<sup>th</sup> July 17.00

Minutes from last meeting were agreed as accurate

**Attendees:** Jo Curtis, Pat Usherwood, Kassin Yakhlef, Eileen Francis, Dr Shaba Nabi & Jane Isaac Practice Manager

**Apologies:** Frank Burge (lead nurse in the out of hours service).

Dr Nabi advised all present of her conflict of interest as she also works for the CCG as their prescribing lead. Mr Kassin Yakhlef also advised of his conflict of interest as he also worked in the same team in the CCG as Dr Nabi so they knew each other.

#### **Health Navigation soft start already happening went live on the 8<sup>th</sup> July.**

Jane explained about the new process and advised everyone present that the team taking the calls and dealing with patients at reception were now known as Health Co-ordinators. The system has been set up by the clinical team to free up GP time with staff trained to ask more questions for patient who can often be navigated to either another service or differ part of the clinical team. Dr Nabi asked all present how the new system was working for them? Eileen said she had difficulties yesterday so it was agreed that Jane and Dr Nabi would listen into the call, **Action Jane & Dr Nabi**. After the meeting Jane referred Eileen onto a GP to be seen the same day.

Kassin also was concerned about the phone lines as on odd occasions the system just went blank when he called. Jane asked Kassin to email her the dates and times when he had problems so that she could investigate. **Action Kassin** Kassin suggested it would be a good idea to put a message on the system when there were problems. Jane confirmed that it was hard to get a message out when the system wasn't working properly. However the new provider is made aware of any problems quickly if known, Bistech ( the new phone system provider) then switch the phone lines over to the back-up server to keep the service running. The new system now has voice recording, in and out which helps when patients complain.

#### **Charlotte Keel contract with the CCG**

Dr Nabi explained about the Charlotte Keel contract only being held by BrisDoc for two years (expiry Sept 2020) this would mean that the contract will be up for procurement to any bidder. As an Alternative Primary Medical Services contract

(APMS) this was only allowed at present to run for four years. The CCG were talking to NHS England to try and change this to 10/15 years which is a more sustainable contract for a GP surgery. Unlike Northville (NFP) and Bishopston (BMP) surgeries Charlotte Keel was sustainable as it worked out of NHS premises run by property services. However Northville and Bishopston both had premises issues and that was why the CCG made a decision to disperse the lists after a consultation process with patients, staff, and other GP surgeries in the area. Every patient at NFP & BMP has received a letter from the CCG asking them to register at a new GP surgery. Some patients may come to CKMP.

### **Navigating the appointments system**

Jane asked the patients present how they were finding the new phone system? There were a few issues already raised under the Health Navigation session that will be looked into. A suggestion from Jo was to try and allow the caller to bypass Dr Allen's message if they were frequent callers and had heard it lots of times before. Jane agreed to ask but wasn't sure if this would be possible. **Action Jane**

### **Benefits of Online Access and Text Messages and EPS prescriptions**

Jane explained about the on line access and the benefits to patients saving them time and phone calls. Patients can apply for on line access via reception to book appointments for non-urgent care, gain access to see medication and view results.

Patients can also nominate a pharmacy (EPS) to collect their prescriptions which would save printing and lost scripts. It would also save patients having to come into Charlotte Keel to collect their script and then go to a pharmacy with that script to then queue up for their medication.

Dr Nabi explained about the new texting system which is 'opt in' at present. However this will move to an 'opt out' system shortly. Patients will be advised when this changes. This again is freeing up time for staff as the Doctors no longer need to send a message to admin staff to chase a patient etc.

### **Self-Care**

Dr Nabi handed out a new document called a 'Well Being Took Kit that the CCG and Dr Nabi (due to her role in the CCG) have put together around mental health. This will be sent out too all practices in the area. This is a self-care leaflet that helps patients to look at how they can help themselves before going to the Doctor. All present thought it was a really helpful leaflet. This will be sent out to our PPG members once the CCG publish. **Jane to action**

### **Extended Access – extra appointments**

Jane explained about the extra appointments that the surgery had now put onto the system outside of the normal contracted hours of 8.00 – 18.30 which included alternate Saturdays. Doctors, nurses and health care workers were all doing the extra hours to help with this process. Some appointments and planned Doctor phone calls were now available at 7.30 until 8.00 and after 18.00 to 20.00 during the week.

**New Phone system**

Jane explained about the new phone system and the review that is being done weekly to try and improve patient access. Charlotte Keel had already paid for three extra lines which have helped. At present the surgery are looking at the number of staff available to take calls and be on reception (Health Co-ordinators) at different times of the day and on different days to try and get the capacity right. This is being reviewed weekly; however the change may take some time due to having to change staff contracts.

**Jane asked if anyone had any issues that they wanted to raise under and other business.**

Jo wanted to see the surgery redecorated as the waiting area was looking really dirty. There was rain damage on the walls and dirty marks due to removal of leaflet holders. Jane confirmed she had asked NHS Property Services to attend to this.

Jo and Kassin wanted to see the JX boards replaced as they have been broken for some time. Jane confirmed that it had now been agreed to spend and quote obtained, hoping to have this sorted shortly. Time delay was due to lack of funds as BrisDoc only held the contract temporarily.

Kassin asked about the Primary Care Networks and which surgery's Charlotte Keel had joined. Dr Nabi confirmed that we had joined with: Broadmead Medical Centre, Eastville Medical Practice, Homeless Health, Lawrence Hill Health Centre, Maytrees Medical Practice, Montpellier Health Centre and Wellspring Surgery. The eight surgeries Primary Care Network is called Bristol Inner City PCN (BIC PCN).

**Next meeting will be Monday 6thJan 2020 at 5.30pm here at Charlotte Keel. Please note the change of day due to Dr Shaba availability.**