

Patient participation group

Minutes

20th May 2022 17:30 – 18.30

Attendees: CMK, JXI, Dr N, DXR.

Appoliges: RS, JC

1. Continuity of Care Project

On going project to ensure patients are seen by the same clinican for any on going health issues, this saves time and improves health outcomes. Charlotte Keel Medical Practice are also starting a project using Micro Teams, this means a patient will see the same team which could include other health care professionals other than GPs.

2. Medical reports outsource

Charlotte Keel Medical Practice are going to outsource most of the medical reports and subject access requests. The patients won't see any change as their requests will be dealt with in the same. The new organisation Medi Data will do the report and reply directly to the patient. Medi Data has been accredited by the NHS to offer the service and has passed all of the information governance and legal requirements. Start date to be confirmed.

3. Health Watch meeting feedback

- This item was held over to next meeting when attendees who attended the health watch meetings can feedback.

4. Newsletter

CKMP Newsletter is being done every two months which is sent onto the CKMP PPG email group and uploaded onto the CKMP website. Printed version should be available upon request and put up in the waiting roo,.

5. Access – capacity v demand

Demand at most GP surgeries has increase by around 20% nationally with no increase in GPs or nurses. However new health care professionals are being employed by the Primary Care Network (PCN). CKMP are part of Bristol Inner City PCN (BIC PCN). This has allowed us to use a First Contract Physio, Dietetics, Podiatry, Pharmacist & Pharmacy Tech. All of these new posts reduce the pressure on GPs and allow our Health Navigation Team to book patients into the correct clinician first time, so saving patients and GP time. Our Health Navigation team ask questions when patients call to ensure patients who need to see a GP or Nurse can be seen by freeing up time when directing patients to other NHS services such as the community Pharmacy. There is still a gap between demand and capacity which the lead team in CKMP constantly review. This ensures we keep our patients safe.

6. Integrated Care System (ICS/ICP) – changes to the structure of the NHS

The Health and Care Act re-configures existing CCGs (Clinical Commissioning Groups) into the Integrated Care System with effect from July 2022. The ICS is composed of the ICB (integrated care board) and the ICP (integrated Care Partnership). ICBs will be responsible for the NHS functions of an ICS, while ICPs will oversee the local public and population health needs.

The Act states that there is to be healthcare integration by requiring all health bodies to work together to provide better care for all patients; better health and wellbeing for everyone; and the sustainable use of NHS resources.

7. Green Impact (GI)– How do we improve our carbon foot print as a surgery?

JXI gave an outline of what CKMP are doing presently with the Green Impact. Our GI lead in the surgery is Dr Jessica Wynter-Bee. At present we have the RCGP (Royal College of General Practitioners) Silver award for Green Impact. Our aspiration is to be one of the top GP surgeries in BNSSG (Bristol, North Somerset, South Glos) dealing with our Carbon Footprint. Staff are encouraged to turn off lights, computers etc. Patients are being moved onto a greener inhaler that can be recycled if they use inhalers, with more plans to make CKMP greener.