

Dr PAA Wood & Partners

Patient Participation Group Meeting
Minutes of Zoom meeting
Wednesday 14th July 2021
Park Farm Medical Centre, Allestree, Derby

Present: Dr Woods, Geraldine Comery, Val Haylett, Margot Keats, William Keats, Richard Smith, Andy, Dr Wood

Apologies:

Geraldine Comery agreed to be Minute Secretary for this meeting

Val Haylett discussed with the group the Joined-up Care Derbyshire Committee (JUCD) and their Integrated Care System proposals. The idea is to bring together providers and commissioners to provide a single response for planning care at home. Our JUCD spans across Derbyshire and Staffordshire, so there are different planning schedules, which creates a further level of complexity.

Whilst patients are in hospital, they lose their agility and mobility. The JUCD will co-ordinate all the sections of care - GPs, paramedics, fire, police, community care services, council etc to enable more patients to stay at home. The idea is that as the teams already exist, there is no extra cost, just a more co-ordinated approach to provide a single team response.

Val explained in detail the example of differing care response for the patient "John" as was outlined in the recent JUCD newsletter emailed to Patient Participation Group members recently. She advised that there will be funding available to get digital connections into patients' homes and to provide internet training in libraries.

For long term conditions, the idea is to obtain all the linked tests required e.g. bloods, x-ray, scan etc before the patient sees the consultant. The Royal Derby Hospital now has a discharge lounge where patients wait to receive their medication, thereby freeing up the beds quicker.

A question was asked regarding privacy security and IT. Dr Wood explained that there are currently some issues regarding joining up all the computer systems but that there are workstreams looking at systems, digital access and estates as part of the project. Currently there are shared care records which provide details of medications, allergies to other providers; patients can ask for wider areas of their care to be shared.

There is a move to get all Practices on to a system called SystmOne (which is currently used at Park Farm Medical Centre & Vernon Street Surgery). This will aid the communication and planning of care. Currently practices, hospitals, social care and councils all have different systems and this does cause complexity.

Dr Wood explained that there are levels and layers of confidentiality. Patients view the NHS as one organisation and do not often realise that there are confidential walls between organisations. Sharing of data does not mean that everything on a patient's record is shared, currently medications, allergies, current actions etc. Doctors can see entries on our patient record from district nurses, palliative care, social services. It is not consistent at present. There are also multi-disciplinary meetings held as well to discuss patient care.

With regards to lines of responsibility, all clinicians have to manage response in each competency. The responsibility will not be reduced with a joined-up team but there will be more clarity due to higher visibility.

Brief discussion regarding the new initiative of Joined Up Care Derbyshire – there are opportunities for patients to participate and it is everyone's responsibility if they want to have a say on decisions regarding care within Derbyshire.

A patient asked the procedures regarding key safes. Dr Wood advised that a patient phoning 999 can give their keysafe code to paramedics. Patients can ask for the Practice to put the number on their patient record and ask for it to be added to their shared care record, so it is shared with other care professionals when needed. Often patients share the keysafe code with a close neighbour for emergency situations.

A patient asked regarding the procedure for wanting a repeat prescription issued 3 years ago. Dr Wood advised that it would depend on the actual drug as a patient review may need to be undertaken to review the condition for patient safety, prior to re-prescribing it.

GC discussed the decision by the Partners (supported by the NHS England contract specification) that after the 19th July 2021, the Practice will remain a covid secure building. GC advised that in detail this meant that patients will still be expected to wear face coverings in order to enter our premises (unless they are medically exempt), have temperature checks and hand sanitiser. Entry to the building will still be governed by the intercom as that restricts the numbers of patients in the building at any one time and protects both staff and patients, especially as we have vulnerable patients attending Practice. The one-way system at Park Farm will still be in operation. The Patient Group members supported these decisions and approach in order to keep both our patients and staff as safe as possible.

GC advised that she will publish a document on the website to advise the patients of these arrangements.

GC advised that the latest GP Survey results had been published and that the Practice was very pleased with the overall results from the patient responses. A Practice multi-disciplinary meeting will be held to review the results to see if any improvements can be made. GC also discussed that a survey had been undertaken regarding patient's opinions on the triage service provided. The results are still being collated.

GC updated the PPG group regarding the new CQC (Care Quality Commission) inspections. The Practice last had a full inspection in June 2016, followed by annual phone calls. The new regime is via direct monitoring, whereby CQC review Practice data and risk assess the services delivered remotely on a monthly basis. The Practice is pleased to advise that during the direct monitoring in July 2021, CQC could find no evidence that they need to carry out an inspection or reassess our rating at this stage.

GC advised that CQC Inspectors can inspect the Practice without any notice, after giving 24 hours notice or after giving 10 days notice, depending on the risk and reason for the inspection.

Member requested that the time of the PPG meeting on the email invitation is given in a 24-hour format, and that the invitation reminders be sent nearer to the date of the meeting.

If anyone has any ideas for future speakers, please let Val know.

Future Meeting Dates:

6th October 2021 via Zoom

5th January 2022 via Zoom

6th April 2022 via Zoom