

Minutes of Trinity Street Patient Forum Meeting

Tuesday 27th June 2017

Present: J Carroll, K Griffin, Andrew Wenley, J Vincent, S Worley, A Glanfield, S Kerridge, M Coates, Dr A George, K Bell, B Earley, N Martin

Apologies: Dr Simper, Dr Barber, Rachael Nixon.

1: Minutes of meeting of 25th April, accepted.

2: Report from NAAP conference :- Brian Earley,

A very good conference, excellent speakers and PPG involvement. The keynote speakers had a somewhat different view of the future of general practice, one (Prof Hungin) believed that the current shortfall of qualified GP's was insurmountable given that the time taken to train 5000 GP's needed leaves us with a huge problem for many years to come! His "solution" was an increasing reliance on technology and "remote medicine" as well as the need to train, what he described as "doctor assistants" (I think he meant nurse practitioners!). This would indeed be a paradigm shift.

He also spoke passionately about suicide rates of junior doctors and the number of doctors choosing not to go on to specialist training, which is now only 50% (2011 it was 72%)

He asked

- a) Are we out of step with societal changes?
- b) Can we change to these new circumstances?

Sir Dennis Grey, did not agree totally with this "glass half full" view, These issues are something PPG's are going to grapple with, we need to be pro active if we are to effect positive change.

PRESENTATION Ruth Rankin deputy chief inspector CQC.

Spoke about the role and future of the CQC, moving from inspection to monitoring, with a focus on quality! (if they have not had such a focus in the past, how have they arrived at their judgements). This was said without a clear description about what this really means, but the audience did have a rather pejorative view of the organisation. She emphasised that PPG's should be "critical friends " "holding to account" their practices, she insisted that they (CQC) viewed good relationship with PPG's as a major "indicator of a well run practice".

Prior to the next meeting it may be useful for members to view these links that Brian thought were useful and instructional.

- a) Winner of the "Corkhill prize" Ashley medical practice:- www.ashlea.nhs.uk
- b) Bassett road surgery, runner up:- www.bassettroadsurgery.co.uk
(Both of the above have good links direct to their PPG's)
- c) Politics of health group:- www.pohg.org.uk
Exploring the social issues surrounding the determinants of health.
- d) NAPP :- www.napp.org.uk

Conference slides not available at time of writing but should be now?

- e) Lab tests online:- information for patients (and clinicians?) on interpretation of test results. www.labtestsonline.org.uk

3: REPORT PPG Week'

97 patients spoken too. Overall responses very positive, e.g.:- "exemplary" "really like to see Dr Simper/Barber" "I love this practice having changed from one I didn't like at all"

"Residential care team coordinator hugely positive"

More people seem to be using website/IT , question for the PPG how can we support these changes in attitudes and monitor effectiveness.

Adverse comments :- parking!, Waiting times (one comment, but may be something we need to further investigate) some concern about time taken when calling surgery, not a major issue but again, may need oversight?

"Follow up should be with the same doctor" (please note Prof: Hungin comments above !). One Patient thought being questioned in the public was not confidential.

NB, the CQC deputy chief inspector, criticised such surveys that reached less than 10% of the total practice size? How do we achieve this level of involvement?

4: Dr George discussed the "One Norwich" federation, which was described as a "slow move to conjoined working"

The PPG needs to give some thought about how we can be more proactive in this rapidly changing environment, we perhaps need to schedule additional meetings which members can have the opportunity and time to have in depth discussions and formulate plans. Thoughts please at next meeting.

5: Patient Survey Results had been emailed out prior to this meeting, thanks to Anita for collaborating.

Date of next meeting:- Tuesday October 10th at 12 noon.

M. Coates, B. Earley