**PPG 02.05.2019**

**Attendance**

**Dr Amir Zafar**

**Dr Arif Zafar**

**Dr Sangita Sarkar**

**Dr S K Verma**

**Dr Maria**

**Ms Noorin Akhtar**

**Ms Shazeah Kausar**

**Miss Sameenah Bi**

**Miss Zahra Akhtar**

Mr Steven Raindi

Mr Kehar Matharu

Ms Ina Pryce

Mrs Nasim Kiani

Miss Cynthia White

Mr Taj Gul

**Apologies**

**Mr Asghar Mirza**

**Ms Sughra Bibi**

**Mrs Faiza Harhara**

**Mr Shafiq Zaman**

**Mr Constantine Deans**

**Mr Humayun Choudhury**

**Mr Asim Maqsood**

**Mr Sheraz Younas**

**Introduction & house Keeping**

 Everyone introduced themselves around the table and Dr Amir went through housekeeping.

**Previous Meeting Min**

 Approved – KM chairman

**CCG Development**

**Dr Amir led:**

As discussed in previous meetings the Practice has now transitioned from Birmingham South Central CCG to a Pan Birmingham and Solihull CCG. Unfortunately the Practice may now have less say in how the CCG runs. Changes dictated nationally.

As part of the merging process individual clinical schemes, that the Practice previously participated in, now merged into one Universal Offer. The Practice has signed up and will be able to deliver most services. The scheme has only just gone live.

**New GP Contract 1.4.19**

Dr Amir:

A new GP Contract was put in place from the 1st of April 2019. The contract lasts 5 years. The new contract is due to end in 2024. Even though the contract was a negotiated process some things were forced upon GP’s. Major IT changes will be put in place over the next 5 years. This will include all appointments to be booked online, fax machines not being in use and all medical records will be online for patients to access. Clinical changes will also come into place. This will include changes to QOF indicators, immunisation programs and changes to the national health campaigns.

**Primary Care Network (PCN)**

Dr. Amir

Local GP practices are to form a network to provide a service to all surgeries. We already are a part of the My Healthcare Federation. In the next 5years we may move away from the My Healthcare Federation and move to PCN.

We are unclear what the PCN are meant to do. Timetables for implantation are very tight. Very little money going into network

**PCN members and ODS code**

|  |  |  |
| --- | --- | --- |
| Network Member Practices | ODS code | Practice’s registered list size (as at 1 January 2019) |
| The Khattak Memorial Surgery | M85146 | 4945 |
| Charles Road Surgery | M85679 | 5425 |
| Bordesley Green Surgery | M85781 | 3324 |
| Coventry Road Medical Centre | M85699 | 5143 |
| The Limes Surgery | M85024 | 4100 |
| Coventry Road Surgery | M85749 | 2682 |
| Park Medical Centre | M85005 | 8452 |

**PCN list size**

|  |
| --- |
| 34,071 |

**My Health Care Federation**

Dr Amir explained Charles Road Surgery is part of my MyHealth Care Federation.

He advised the PPG of what a Federation is – namely a commission organisation aimed at increasing and improving community led services for patients.

He advised the PPG that as a member Practice Charles Road Surgery was a shareholder of the Federation.

Dr Amir explained that the Practice had benefitted from being part of the Federation at a number of different levels.

Prescribing Ordering Department (POD)

Dr Amir explained that Charles Road Surgery has joined the POD service as a pilot Practice. The aim of the POD service was to centralise repeat prescription ordering in order to make things easier for patients and to ease pressures on the reception staff.

The process is for patients ring the POD instead of the surgery, POD pharmacist take the order send it via tasks to our GP’s who either print the prescription or EPS to the pharmacy.  There have been some learning points where nips and tucks had to be made to the service from the Federation side.

In general there has been positive feedback from patients.

The PPG fed back support for the service.

Virtual Clinics

The Practice is part of the Federation hub for extended access clinics at Fernley Medical Centre and Fernbank Medical Centres. This extended access at evenings and weekends is for both GP and Nurse appointments. In addition virtual GP appointments are available via the Practice App and via the reception staff. These are available on a daily basis.

In addition to these services virtual pharmacist appointments can also be arranged. These appointments provided by the Federation allow patients to have pharmacy and medical queries dealt with quickly. These appointments are available via the mobile app or through practice reception staff.

Access 8-8/7-7

Dr Amir then went on to discuss the extended service access that we as a surgery have. The extended surgery hubs run from 8am to 8pm 7 days a week. These hubs are held at surgeries near the practice such as Fernley Medical Centre which is based on Stratford Road and Fernbank Medical Centre which is based on Alum Rock Road. Dr’s at the hubs have access to patient’s medical records which comes in use during the consultation. The hubs hold both GP and Nurse clinics. Dr Amir stated that he has been doing a few clinics on a Saturday morning at Fernley medical centre.

Patients also have badger access after surgery closing times. Dr Amir then mentioned that the hospitals now also have access to some patient information through the spine.

Dr Amir then explained that patients are also now able to book appointments and request medication through the My Health Care app which is more convenient for patients.

**CQC Regulatory Call**

Every health body has to be a part of the Care Quality Commission this includes surgeries, nursing homes and hospital.

Charles Road Surgery had their last CQC visit in 2015. The surgery achieved a **GOOD** rating. The CQC have now started doing telephone reviews for surgeries that had a good rating. Dr Amir and Noorin were part of a telephone call with the CQC which took place on the 1st of April 2019 and lasted 2 and a half hours. We have been notified of another CQC visit in the next 6 months. By the next PPG meeting we should have had another visit. Dr Arif added that during the last CQC visit patients and members of the PPG meeting were involved.

**GP survey results**

Dr Amir presented MORI survey, internal Practice Survey and Friend and Family test results

The Summary of the analysis is as follows:

**Charles Road Surgery Survey Summaries April 2019**

**Charles Road Surgery**

**GP Patient Survey Jan-March 2018**

**Published August 2018**

418 Surveys sent out

58 Surveys sent back

14%Completion rate

<https://gp-patient.co.uk/PatientExperiences?practicecode=M85679>

82% describe their overall experience of this GP practice as good: Local (CCG) average: 81% National average: 84%

Where patient experience is best

72% of respondents were offered a choice of appointment when they last tried to make a general practice appointment:

Local (CCG) average: 58% National average: 62%

56% of respondents usually get to see or speak to their preferred GP when they would like to: Local (CCG) average: 46% National average: 50%

77% of respondents were satisfied with the type of appointment they were offered:

Local (CCG) average: 70% National average: 74%

Where patient experience could improve

87% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment:

Local (CCG) average: 95%National average: 96%

53% of respondents find it easy to get through to this GP practice by phone:

Local (CCG) average: 60%National average: 70%

72% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s):

Local (CCG) average: 78% National average: 79%

What this Practice could improve:

1. Confidence and Trust in healthcare professional

See own in-practice report

? poor representation

1. Getting through on Telephone:

POD System set up and operating

APP set up and operating

New phone system in operation since March 2018

* Extra lines
* Less Engaged tones
* Queuing system

Extra Lines

New Handsets – more efficient

WIFI

1. Support from local services and organisations

Website and App links to lifestyle pages

Meeting with BHM re referrals

A total of 97% of newly diagnosed T2DM referred for structured diabetic education

A total of 139 patients with a code for high risk diabetes mellitus referred to LWTC

Womens Aid Meeting and IRIS Training

MDTs with local social services

Alzheimers help

New PCN Role – social prescribing

Meeting with health exchange 25.9.18 re their on-going services

**Practice In-House 14 Fish Surveys**

148 respondents

<https://www.fourteenfish.com/patientfeedback/report/9457>

Clinician/Nurse Care and Attention

Listening/Paying attention: 86% Good or excellent

Explanation: 93%: Good or excellent

See again: 95%

Reception

Helpful/very helpful 93%

Telephone: Ease of getting Through

Difficult 11% (cf 14%)

Average 43%

Easy/Very easy 45%

Appointment Availability

Urgent: 78% Good or excellent

Routine: 85% Good or excellent

Nurse 92%

Opening Times

Satisfactory 15%

Good or excellent 82%

Overall rating

99% rate as good or excellent

**Friends and Family**

1st April 2018 to 31.3.19

101 patient responses

96% likely to recommend

0% unlikely to recommend

**General Data Protection Regulation (GDPR)**

GDPR was put in place in May 2018. As a practice we have been complying with the new regulations since May 2018 and data is being protected.

**Training**

Dr Amir advised the PPG again Charles Road is a teaching and training practice. Patients are already used to seeing GP trainees. The Practice will now also be taking on Aston University Medical Students. All training is under the supervision of Dr Amir, Dr Arif and Dr Sangita who are all trainers.

The Practice also takes on apprentices in administration roles and have been successful in recruiting and training apprentices.

The Practice is also committed to training staff.

**Practice Development**

Practice Nurse Samya has left.

Nurse Maureen has commenced her employment at the surgery to take over from Nurse Samya and has 4 sessions a week.

Associate nurse Mrs Sharifa Miah as well as HCA’s.

Admin staff is stable

**DR Amir MTPS Appointment**

Dr Amir appointed to be on panel 30 day per year.

Adjudicate on Doctor Complaints

Dr Amir not in the practice on the days needed

Fees will be used for locums so patient care not effected

**AOB**

IRIS Training – all staff have completed training

We are a domestic violence aware surgery

Non clinical staff can recognise domestic violence and flag up to the GP’s.

Practice now also has SAFE SURGERY status

**Next Meeting**

The next meeting will take place in October 2019