

THE ELMS MEDICAL PRACTICE

MINUTES

Patient Participation Group Tuesday 2 August 2022 – 1pm

Present: SL RW RC JB MG

1. Apologies: None.
2. Minutes of Previous Meeting: Approved.
3. Matters Arising. None.
4. Primary Care Network: Clinical Pharmacists, Physician Associates, Paramedic, Mental Health Practitioner, First Contact Practitioners

JB explained the structure of the Primary Care Network and the Additional Roles Reimbursement Scheme staff currently deployed within the three practices. This has expanded our clinical capacity. Further recruitment is planned for the next financial year, consisting of paramedics and physician associates.

5. Covid Vaccination Programme

The Primary Care Network delivered over 35,000 Covid-19 vaccines during the pandemic. We are soon approaching Phase 4 of the programme. This will start in September 2022. Groups covered will include care home residents, housebound, clinically vulnerable patients, and all above 50. Co-administration of Covid-19 and influenza vaccines is planned. Each practice in the PCN is immunising its own patients.

6. Management Changes

Management capacity has expanded. We now have an assistant practice manager, practice manager, dispensary manager and finance staff.

7. Extension to Building

An extension to the Elms Medical Centre is planned. Funding has been agreed. Contractors should complete the project by March 2023. JB shared the floor plan: it increases the area of the building by approximately 100 m², offering a GP Training room, three additional consultation rooms, and a telephone triage room. Members of the PPG thought it worthwhile to share this positive development with the

community, perhaps through local publications such as Village Voices or Peninsula Times.

8. New Services: Adult ADHD, PSA Monitoring

New services introduced include monitoring of patients with adult ADHD. Implementation of a service to monitor patients' PSA values after discharge from urologists is also planned.

9. Extended Access: Timing & Services

The PPG discussed Extended Access timings. This initiative provides one hour of clinical time per thousand patients per week, outside core hours, and is delivered at PCN level. PPG members felt that both evenings and weekends would be useful for patients. They would look for appointments with GPs and pharmacists. The practice can offer clinical contacts with a wide range of clinical professionals. As a PCN service, the delivery would be from locations across the Hoo Peninsula, including the Elms Medical Centre, Walter Brice Centre and Cliffe Woods Surgery.

10. Branch Surgeries

The Covid-19 pandemic resulted in some centralisation of primary care services on the Hoo Peninsula to support safe practice and minimise the spread of infection. The practice hopes to increase the deployment of staff at the branch surgeries, particularly with the increase in clinicians through the Primary Care Network initiatives. There are some constraints: some staff members cannot work unsupervised and therefore need to work alongside GPs.

11. eHub eConsult Pilot

The Elms has been involved in a pilot project to test remote actions from the eConsult service, which is intended to be used for non-urgent clinical contacts and aims to respond to the patient by the end of the following working day. Currently this initiative is processing 50 consultations per week for the practice. Whilst there has been some feedback regarding a lack of continuity with practice clinicians, it does increase patients' capacity when supply and demand are mismatched. We seek proof of concept so MCH can roll out the project to additional areas.

12. New Telephone System

A new telephone system has been ordered. The go-live date is 12 September 2022. The technology utilised is VoIP cloud telephony.

13. DartOCM

Training is currently being organised for staff for this new system of requesting pathology services and hopefully should streamline the process without the need for patients to take paper forms to the phlebotomy departments.

14. Education: FY2, GP Trainees, Medical Students

The practice is supervising Foundation Year 2 doctors and also providing teaching to medical students from Kent & Medway Medical School. It is intended that we also participate in the training of future GPs. One of the partners has undertaken the training necessary for this activity.

15. Recruitment of New Members of PPG

The PPG has reduced in size since the pandemic. PPG members felt that we should seek representation from different communities, including Allhallows, Grain and Lower Stoke. The practice will consider how we recruit additional members.

16. Any Concerns or Queries

- i. Why do patients still have to collect dispensed medication outside the building? This may become problematic in winter. This will be taken to the dispensary staff.
- ii. Has there been a lapse in monitoring during the pandemic? The practice has undertaken searches of patients taking certain classes of drugs, including ACE inhibitors, angiotensin receptor blockers and levothyroxine, to ensure that the relevant blood tests are being requested. We are working on this.
- iii. There have been media articles on patient access to records. Prospective access to EMIS records is planned from 1 November 2022. We have been asked to identify patients where it may be unsafe to allow access to records due to safeguarding issues, and this has been discussed with our clinicians.
- iv. Patients are concerned about not being able to access appointments. We are in the process of recruiting a further GP to expand clinical capacity. As mentioned above, the PCN will be recruiting two paramedics and two physician associates in 2023/24.
- v. Can the practice display a poster advertising CPR training for the public locally? Yes. RC will email MG.

17. Any Other Business

JB thanked members of the PPG for their time and contribution to the practice.

18. Date of Next Meeting. To Be Confirmed.