

## THE ELMS MEDICAL PRACTICE

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### MINUTES

**Patient Participation Group  
The Elms Medical Centre  
Tuesday 21 May 2024: 2pm**

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**Present RW CC JS RC JB MG HO**

1. Apologies. None.
2. Minutes of Previous Meeting. Approved.
3. Matters Arising. None.
4. Primary Care Network (PCN) Structure & Management  
HO/JB explained new PCN membership of Elms, Highparks & Thorndike with total population of approx 40k. Geographical contiguity is normally required, but intervening land was discounted on the basis of its industrial nature.  
The Additional Roles Reimbursement Scheme providing funding for extra staff across the three practices. A new paramedic has just started, and we are in the process of recruiting a physician associate and clinical pharmacist. PPG members felt it may be useful to have an explanation of the new roles, and suggested Village Voices as a vehicle to disseminate the information. Agreed we will take this up at the PCN.
5. PCN Clinical priorities for the Investment and Impact Fund (IIF). NHSE have simplified the incentive system to two targets only: undertaking Learning Disability checks, and a QFIT test before 2 week wait colorectal referrals.
6. eConsult  
Online access is currently being provided through MCH. Typically 23 referrals are processed daily. The PCN is negotiating terms of a service with MCH after the current pilot scheme finishes.
7. Additional Services.  
The Elms in expanding provision of an ultrasound service to a weekly basis. A dementia co-ordinator, funded by a charity, will be visiting the practice monthly.
8. Covid Vaccinations  
Housebound and care home patients have been immunised. There is a continuing limited service. The ICB have commissioned other providers. Some PPG members have visited local pharmacies.
9. Recovering access to primary care, including modern general practice access. Please see Appendix (page 2)  
JB provided a summary of the various initiatives to empower patients, implement Modern General Practice Access, build capacity and cut bureaucracy.
10. QOF – Achievement  
We achieved a very high score. Our wish to achieve 100% in the Quality & Outcomes

Framework was hampered by a failure to achieve targets in immunisations, despite our best efforts in communicating with parents.

11. Website with self-service forms, and information on self-referral  
Website contains resources to empower patients, particularly in terms of self-referral permitting communication with the practice through submission of forms.
12. Self-check in terminal in reception  
Now in operation in the waiting room.
13. The Rebuild General Practice campaign  
This campaign intends to support primary care in the face of current challenges.
14. Any Concerns or Queries.  
Discussion re NHS App.
15. Any Other Business. None.
16. Date of Next Meeting. TBC.

## Appendix

### Recovering Access to Primary Care

A. Empower patients		
1	Increase NHS App use. Digital access to records. Repeat prescriptions.	
2	Expand self-referrals.	
3	Pharmacy First.	
B. Implement Modern General Practice Access		
4	Digital telephony.	CAIP
5	Usable & accessible online journeys.	CAIP
6	Faster navigation, assessment and response.	CAIP
7	National transformation/improvement support.	
C. Build capacity		
8	Long Term Workforce Plan (LTWP) <a href="#">[1]</a> .	
D. Cut bureaucracy		
9	Primary Care Secondary Care Interface Arm recommendations.	<ul style="list-style-type: none"> <li>I. onward referrals</li> <li>II. complete care (fit notes and discharge letters)</li> <li>III. call and recall</li> <li>IV. a point of contact for clinicians</li> </ul>
10	Online registration.	