

**Minutes**  
**STOCKTON HEATH MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP**  
**Wednesday 9 May 2018**  
**5.30pm – 6.30pm**

Present: Peter Whitehead, Dave Lamb, Richard Utely, Diane Bowers, Kath Douglas-Furner, Mary Chuck, Laura Fargher, Angela Fell, Bernie Wilkinson, Marion Hill, Karen Chriscoli  
Apologies: Susan Scales-Barlow, Moyra Pethybridge, Joanne Price

**Speaker -**

[Bridie Oldroyd, Patient Access Egton, Service Development Manager](#)  
Updated system for patients

[Patient Access Presentation - practice.pptx](#)

**Appointments on-line** – The Practice is going to put Practice Nurse appointments on the system starting with asthma checks and smear tests. This will be reviewed to see if take up is good and those slots booked appropriately. A meeting will be held with clinical system provider towards end of May to ensure all configurations are correct. The aim is to have nurse appointments on-line by June.

**Access to records on-line** –

Since 2015/16 General Practices must share detailed coded information contained within the medical record if requested by the patient. Because this may contain sensitive information or references to third parties, as detailed in the RCGP Toolkit guidance, the record should be reviewed prior to the patient being given access which can be time consuming for clinicians (on top of daily work). **IGPR software minimises the workload** of screening medical records for third party or sensitive entries enabling the Practice to quickly see any areas of the record that may need to be made confidential before releasing the record for online access.

The PPG has been looking at fuller access but at this time, the Practice will remain with giving coded access only.

**Appointment System update** – the changes made early in March to offer more pre-bookable appointments in the afternoon, (medication review appointment slots/GP requests review slots/GP Review telephone slots plus on-line appointments) and to balance access to the majority of emergency appointments during morning session seems to be managing demand. Complaints in the last year about appointments have reduced. We still have concerns about telephones and hopefully if we can remedy this once we get the funding/go-ahead for new telephone system – see *resilience funding below*).

The PPG voiced disappointment that the changes to the telephone system had not been sanctioned yet.

**Resilience Funding** – All Practices in England have been invited to submit “expressions of interest” for 2018/19 General Practice Resilience Programme. The programme allocates funds to aid in workforce planning/trainig and different ways of working to manage capacity of increased patient demand for access. Below is a list of the areas the Practice is interested in.

### **COACHING**

**1). Workforce Planning:** *We have a fairly new team dealing with Qof and claims for the Practice. Funding is required to gain expert training from Insight Solutions on Clinical System Training and QOF health check and Enhanced Services Health check to ensure the Practice is maximising all income streams.*

**2). Workforce Planning:** *To build on recent clinical document training for our prescription team we require funding for READ code training to ensure that the correct details are being coded as appropriate.*

**3). Workforce planning:** *We require funding to upskill our medicines co-ordinator/core prescription team to Pharmacy technician to support the work being done by our Clinical Pharmacist.*

**4). Practice Manager access to Practice Index plus,** *would give additional access to up to date guidance and policies and support - saving time in Practice.*

**5) Workforce planning:** *GP Assistant Administration Team training.*

### **SPECIALIST ADVICE**

**1A). Employment Law Support** - *could be something that could be funded across Federations/Clusters. Often tied in to 3-5 year contract. Many practices need to update staff handbooks/contracts/need additional support to avoid employment tribunals etc. Extremely costly to individual practices.*

### **CAPACITY SUPPORT**

**1B) Responsive to Access demand:** **Funding for telephone system** *upgrade to include overview of call demand which enables staff members to be allocated when needed to " hot desk" to manage demand. Will also include call recording to aid training and resolution of disputes.*

**2B) Building of new clinical room** *to provide additional acute access for Assistant Practitioners to carry out acute clinical observations. Will reduce need to sent patients to A&E.*

**3B) E:consult software** - *meets one of 10 High Impact Actions from GPForward View. Improves patient access and helps to manage demand on GP's. Would be good to scope whether all Warrington Practices could use as part of **Warrington Brand***

**4B) Scope for using Skype consultations** - We are hoping to use our Assistant Practitioner to attend patients at home to do clinical observations, by using Skype the AP could have remote consultation with GP back at the Practice. We would require funding for scoping to see what is available. We can see there is a pilot in Streatham. We would require funding for the equipment and installation.

Some of the PPG raised concerns that a lot of the changes involved technology that some patients would not want/be able to use. It was highlighted that the use of technology would aid the Practice in reaching demographic of patients who struggle to get to surgery due to working hours/social commitments and who embrace the move forward in the technical age. We may not receive any of the requested funding but we need to illustrate that we are looking new ways to meet increased patient demand alongside the traditional 10 minute GP consultation.

### IT with Warrington Hospital

Currently the Practice can receive electronic documents from Warrington Hospital for; discharge summaries, maternity discharge summaries, A&E attendance.

Warrington hospital and Warrington Practice share access to ICE which allows results from blood tests/x-ray/CT/MRI to be viewed by both parties.

There is a long term view to try to arrange more shared access to IT systems. This work would be carried out by Warrington CCG and NHS England.

### General Data Protection Regulations (GDPR)

On 25<sup>th</sup> May 2018 general data protection regulations are changing and Stockton Heath Medical Centre will be breaching these regulations if we give your prescription to someone without your permission. Forms are being attached to prescriptions to advise of the changes and to ask people to fill a form to nominate who will collect their prescription. We will also be asking for proof of ID to ensure we are giving the prescription to the correct person.

We will also require ID and consent when people are collecting letters/copies of results/fit to work notes.

We have added the information to our website and posters will be displayed in Practice. We need to show that we are aware of the risks and implications of potential breaches of confidentiality and this will help us to ensure we are being careful with handing out information that contains patient data. The Practice team are working with Information Governance Team from St Helens and with other Warrington Practices to make sense of the new regulations and how they affect how we do things in Practice.

Date for next meeting Wednesday 23 August 2018 @ 5.30pm

