

## **MEETING MINUTES FOR PPG**

**Friday 23 May 25 @17.30 in house**

### **Attendees:**

Sangeeta Kathuria (chair)  
Moir Black  
Robert Gurd  
David Jenkins  
Owen Grainger  
Ann Smith  
Jill Morris  
Jean Rowe  
Robin Carlyle

### **Apologies**

Roisin Holden  
Sarah Evander

### **Access programme – changes as part of NHS requirements**

SK discussed the upcoming Access agenda for change in how we provide access to our patients at the surgery. Some of the areas that we are being asked to look at improving are below.

- E consults or system connect – ensure response in 24 hours to patient request
- Phone call to be answered in 10 minutes 90% response time
- Top 2% frail patients continuity of care and how they are part of a care team in the surgery with the GP or nurse
- Increase in NHS APP use by 10% for patients
- Support patients in how they can sign up and use the APP
- Hold a PCN wide meeting with PPGs to obtain feedback on how we are progressing with access in the PCN and where we can improve.

### **New INT Neighbourhood Teams programme.**

SK discussed changes in the set up in primary care and talked about the neighbourhood teams. This is the government's steps in trying to get practices to work within the community with stakeholders to support and complement patient care. We already have a few schemes in place as per below but there is more that needs to be set up to support patients. This is starting up and more will be relayed to practices on how this will work, and whether the ICB will be in place or not, or whether the ICB may merge with other ICBs to form networks, or whether the Primary Care Networks will be asked to manage the provision of care locally.

- Child hubs for MDT are in place to discuss complex children with a consultant

- HIU – High Intensity User patients who frequent the hospital or GP practices to offer support via discussion at MDT meetings to reduce their frequent visits to the hospital or GP.
- Mental health task force groups are being set up to support the patient journey when they are referred for mental health support and care
- Community engagement in primary care
- **Safe Surgeries sign up**

A Safe Surgery is any GP practice which commits to taking steps to tackle the barriers to healthcare faced by underserved communities. SK explained that our surgery has signed up to this initiative that supports patients as per below.

  - Support for patients to register
  - Language support interpreter
  - Looking after vulnerable patients
  - Refugees support

## **CONCLUSION**

SK outlined the above plans that need to be worked on in the practice and how we need to achieve this. We will discuss more at follow up subsequent meetings to see what part the PPG can play in support etc.

**Next meeting – 29 August at 17.30 face to face in the surgery**