

**STONY MEDICAL CENTRE
PATIENT PARTICIPATION GROUP**

Minutes of PPG meeting held on 13th August 2018 at 10.15am

Present: Judith Williams (Practice Manager), Sue Graham (Chair) Gillian Thompson, Crad Allerton, Philippa Prescott, Joan Crossan, Andrea Turner

1.0 Apologies:. Ron Powell, Sylvia Waddington, Daphne Jones.

2.0 Minutes of last meeting

It was agreed to publish the minutes of the last meeting on the website.

Matters Arising

It was not possible to arrange the MK Cancer Partnership talk for this meeting. To be rearranged.

PP has found more information about the Wellbeing mornings at Stony Library. The aim is to have a safe space to explore and promote wellbeing in a non-judgmental environment. Participants have to be over 16 and it is run on a drop-in basis. There are art/craft and nail stations as well as massage and reflexology and a chill out zone with guided relaxation and mindfulness breathing sessions. It is run by professional volunteers and is free.

The group takes place on the 4th Sunday of each month from 10am-12noon

Email address for enquiries: wellbeingeventsmk@gmail.com

JW will put information about this on the website

It was suggested that if we are to meet new GPs then we should prepare for that rather than wasting their time. It was also suggested that perhaps they could tell us a little about themselves and their specialisms.

Following on from that JW explained "GP Registrars" and their training that takes place in the practice. Stony practice is a training practice and has a rigorous assessment for this role. The practice takes one GP Registrar each year. To start with they do longer appointments with patients and are debriefed by their GP trainer. They also have tutorials with their trainer.

As the group found this very interesting it was suggested that JW could put this information on the website.

3.0 Healthwatch PPG Network - The meetings are quarterly and CA will attend the next one which may be the AGM.

4.0 Primary Care Home - An integrated-care provider model.

4.1 Update from workshop on 19th July - The Stony MC and Watling Vale MC Cluster held a Primary Care Home workshop, hosted by the National Association of Primary Care (NAPC), on 19 July. NAPC have created the model (brand) of care known as "Primary Care Home".

It is hoped that if our Cluster is successful then others will be able to use any lesson learnt (good and bad) within their clusters.

Attendees included BLMK STP, NHSE, MKCCG, MK Council, CNWL (providers of community nursing & Mental Health services in MK), Patient Reps, AgeUK, Parish Councils. It is hoped that senior enough people from these organisations will assist in driving plans forward.

There was a discussion about how to deal with the minority of patients who take up a disproportionate amount of the doctor time. The Cluster and NAPC will work to identify these patients but it is expected there will be in the region of 700 patients across the Cluster who will benefit from multidisciplinary intensive support. At present much of the support comes from GP's as there are no other appropriate professionals who are responsible for them.

The c.700 patients from within our Cluster who might benefit from intensive multidisciplinary support are shown on the grid below in the dark red box in the bottom right hand corner.

		Generally well/ good wellbeing		Long term condition(s) / social needs		Complexity of LTC(s)/ social needs and/or disability	
		Low Risk	High Risk	Low Risk	High Risk	Low Risk	High Risk
Children and young people	<ul style="list-style-type: none"> • Neonates • Infants • Toddlers • Children • Adolescents 						
Working age adults	<ul style="list-style-type: none"> • Young • Middle aged • Older working age 						
Older people	<ul style="list-style-type: none"> • 65-80 • 80-90 • 90+ 						

The PCH model is based on integration and so individual services, currently working as separate bodies who GP practices (or Clusters) refer patients to. PCH brings those professionals under one whole model of care where together we share responsibility for the patient. AT suggested that these separate bodies are introduced via the PPG or a joint PPG with Watling Vale.

4.2 Case Management Role - The Cluster has bid for funding for 3 professionals (case managers) who will deal with these patients who need multidisciplinary intensive support and hope to hear soon if this is successful. If so, many doctor appointments can be freed up for other patients.

4.3 Future of online appointments - At present patients can book online appointments only with their own GP. If the Primary Care Home is successful it is hoped that appointments will be more available to be booked by phoning the practice/cluster. There are appointments available at other practices through the GP Access Fund but often patients do not want to go to another practice and so the practices where these doctors are based use up most of them. It is hoped that if the Cluster project is successful that the GPAF may be delivered differently, perhaps via the Cluster model.

5.0 GPPA/Practice Secretaries - The existing practices secretaries will become GP's PAs. It is hoped that by being attached to individual GPs that they will get to know the patients on his/her list and therefore be in a position to support case management for the patients who need multidisciplinary intensive support.

6.0 Any Other Business

Hernia Operations - These may have been added to the list of procedures of limited clinical value and may be more difficult to access in the early stages.

Deanshanger Bus - there is now no bus service from Deanshanger after 10am and not until 4pm. AT reported that it is the same in Yardly Gobion. JC has seen advertisements in Deanshanger asking for volunteers to transport patients to the surgery but apparently with no success. She will write to her MP (Andrea Leadsom) about the matter but if the buses are run by Northampton CC then

there seems little prospect of success there either. JW said that the Red Cross & TAD offer volunteer driving services (users of service pay c45p per mile).

Meeting finished at 12.10

Meetings for 2018:

All to start at 10.15

10th September
22nd October
3rd December

Glossary of Terms

BLMK STP	Bedford Luton & Milton Keynes Sustainability and Transformation Plan
CNWL	Central & North West London NHS Foundation Trust providers of community nursing & Mental Health services in MK
LTC	Long term condition
MKCCG	Milton Keynes Clinical Commissioning Group Commissioner of health services for Milton Keynes
NAPC	National Association of Primary Care
NHSE	NHS England Governing body