**PATIENT PARTICIPATION GROUP Meeting, Wednesday** **19th. September 2018**

1 The meeting opened at 1200.

Present: Dennis Ford (DF) Chair; Joyce Lee (JL); Brenda Reeves (BR);

Patrick Legg (PL) Practice Manager; Elizabeth Sturton (ES); Margaret White (MW)

2 Apologies: Joanna Gibson; Elizabeth Hyatt; Bobby Mason; Alfred Murdoch;

Daniel Perriton

3 Minutes of previous meeting on Monday 4th June, approved without amendment.

4 Matters arising from Minutes:

‘What makes a practice outstanding’ – Update PL

Despite very favourable comments from the inspectors, the practice was still only

rated as ‘Good’; which was slightly disappointing in view of all the extra work

put in by the members of staff. On the plus side, the ‘Good’ rating covered every

aspect of the practice; which reflects the good working ethos within a fully

staffed team.

\*See Note at end of Minutes re accessing the full CQC report.

‘Enhanced access to GP services’ – Update PL / ML

***Advanced Access Service***

***Improving access to General Practice for patients is one of the key high impact actions in the General Practice Forward View. Primary care is also being asked to lead in their localities or clusters to create new care models for their local population in the most appropriate setting.***

***Here on the Isle of Wight, general practice must focus on meeting the needs for our aged and elderly population. We have one of the highest demographics for older people in the UK, which in a growing and ageing population presents general practice a group of patients with complex, multiple health conditions. One of the greatest strengths of general practice is its diversity in workforce and on the Isle of Wight we are ideally placed to develop sustainable services wrapping around our local population needs.***

***Many of our elderly patients are dependent on transport by their families and friends, and so offering advanced access to primary care services can help support this with more convenient appointment times. Advanced access also supports other groups in our population as well to access health services. Workers can access appointments hosted across the Island for their convenience. Nurse led clinics are easy to book into for annual reviews, a successful example are the asthma review clinics held on Saturdays which are ideal for school children to utilise, not effecting their school attendance.***

***The appointments are easy to book. All the patient needs to do is to phone their registered surgery and ask for a Saturday appointment. The appointments are delivered from three hubs across the Island to be convenient to the patient so that they do not need to travel too far.***

***The advanced access is an example of how a local practice Tower House Surgery has led the way to support new ways of working to improve access to primary care. It should be noted that this is not just about providing more GP appointment but also improving access to many aspects of primary care.***

***The practice manager at Tower House is very happy with how the service has grown over the last year.***

***“In our first year of operating this pilot we have offered a total of 5161 additional appointments:***

***2669 GP appointments***

***964 Health Care Assistant appointments***

***386 Advanced nurse practitioner appointments***

***571   Practice nurse appointments***

***We started the service with just one or two GPs and a HCA. We now have 75 staff regularly working across the island to help in deliver the appointments.  The appointments have been very well received by both patients and GP practices, with the feedback being overwhelmingly positive. We have developed the service to help support long term conditions by offering diabetic reviews, asthma and chronic lung disease reviews and warfarin reviews led by specialist practice nurses. We are constantly looking at new ways of working and how we can enhance our offer to the patients. This service is offered across three sites providing the services close to each of the three locality areas on the Island. As the service is about providing improved access having the service situated close to as many patients as possible is core in its delivery model.”***

A parking area for disabled patients is now marked just outside the practice PL

entrance. Fitting a mirror to the wall opposite the car park entrance, to reflect

traffic coming down the hill, is subject to a risk assessment being carried out.

5 Practice Update PL

Flu inoculations are under way for this winter and are separated into 2 groups –

under 65’s and age 65 and over.

6 Questions & Issues from Members:

JL – Asked whether cannabis oil was available for prescribing by GP’s?

PL replied that it is not (as yet) available on prescription.

Joyce also asked whether there are any Island organisations which provide

meals for children living in poverty? The ‘Spire’ in Trinity Road has a vibrant

and well attended community help centre which caters for a variety of needs

around the Island.

ES Questioned the role of the CCG Commissioners? PL explained that certain

procedures require their approval, normally on the grounds of cost or

efficacy, so may be referred to the Commissioners as to whether it is acceptable?

In the event that it is refused, an Independent Financial Revue can be held

to adjudicate one way or the other.

DF Asked whether GP professional training is still conducted during the year?

PL replied that there are occasional practice closures for the purpose, and

added that there are specific lectures available; since GP’s undergo an annual

professional appraisal.

In reply to DF’s query as to the role of the ‘Community Outreach Team’,

PL said that it provides short-term support (Reablement) to help people to

recover and regain independence following an episode of illness or deterioration

in their health. This includes people being discharged from hospital needing and

benefitting from short term support. This approach aims to reduce, and ideally

avoid, the need for them to receive ongoing social care services.

In some cases the reablement approach may be appropriate for people who are

already receiving support at home, but where an increase or new need is identified.

The Council may then work alongside existing carers/carer providers to help the

individual to be as self-reliant as possible promoting recovery and wellbeing.

The service operates 7 days a week and is tailored to individual needs. It is available

free at the point of delivery and may continue for up to 6 weeks though often it is

only required for much shorter periods. (such as 2 week stays).

Using ‘The Goldings’ at Freshwater, It is also available at night, supported by the

IoW NHS Trust, and used partly as a means to free-up beds at St. Mary’s.

Also, a general discussion took place regarding the variety and amount of

equipment ‘lost’ to St Mary’s by patients not returning items of hardware

or bedding etc.

\* The full CQC report runs to 13 pages, which members can download from:

[www.cqc.org.uk/publications](http://www.cqc.org.uk/publications):

Top 3 boxes: **GP SERVICES TOWER HOUSE RYDE**

After the 11 ‘**GOOD**’ comments; go to ‘**FULL DETAILS’**

Read the overall summary or

Download the **FULL REPORT** in PDF form

**PLEASE NOTE THE DATE OF THE NEXT PPG MEETING IS**

**MONDAY 26th NOVEMBER @ 1200 ~ 1330**

IF ANYONE WOULD LIKE TO JOIN THE PATIENT PARTICIPATION GROUP  
 PLEASE TALK TO ONE OF OUR RECEPTIONISTS OR CONTACT THE  
PRACTICE MANAGER AT THE SURGERY – YOU WILL BE MOST WELCOME