

Brocklebank Patient Group Meeting

6.00-7.30 pm 9.3.16

Agenda

1. Primary Care 101-what do we do in the practice (15 mins)
2. Terms of reference/rules of engagement (20 mins)
3. Care Quality Commission- impending visit and what should the Patient Group expect (20 mins)
4. How can patients help in a cost constrained environment- a discussion of patient suggested initiatives (20 mins)
5. Plans for the Building/Timescales/Expectations (5 mins)
6. AOB

Primary Care 101

- We employ 16 GPs, 5 Nurses, 2 HCA, 3 Secretaries, 5 Admin, 7 Reception, 2 Managers
- We work with and coordinate for our patients District Nurses, Health Visitors, Physiotherapists, Counsellors, Palliative Care, Respiratory Nurses, Community Ward, Smoking Cessation, Weight management
- Our patient list size is 17000+ and when we cant deal with issues ourselves we can refer to other specialist 3rd parties

How do we work

- Face to face consultation (GP, Nurses, HCA)
- Telephone consultations (GPs, Nurses)
- E Consultation (GPs)
- We aim to offer 1200 GPs appointments and 650 nurse appointments each week
- Our appointments are 50/50 pre-bookable/same day

Disease areas-long term

- Diabetes
- Asthma
- CHD
- Epilepsy
- COPD
- Dementia
- Thyroid
 - And a host of short term conditions and one off conditions

Service Areas

- Disease reviews
- Family Planning
- Smears
- Immunisations and Vaccinations
- Weight management
- Dressings
- Ear syringing

Initiatives we work with

- PACT
- AUA
- MDP
- GPES
- Gold Standard Palliative Care
- Pathology Improvement
- Referral management

How do we get paid?

- Contract is with NHSE
- Services provided to the CCG
- Services provided to Public Health
- Non NHS work
 - Travel vaccines
 - Insurance work
 - Hosting approved third party providers eg scanning

Making it gel

- Keeping the list size stable
- Medical records management
- Registration of new patients/removal of patients who relocate
- Trying to encourage patients to use on line services (self service)

Tina, Registration and On line Services

- New registration process
- On line and off line exactly the same
- In line with new requirements for simple access
- On line
 - Appointments
 - Medication
 - Medical Record Access

Terms of reference

- Aim of the group
- Membership
- Objectives
- Meetings
- Practice Commitment

- ? Do we need rules of engagement

CQC what to expect

- To get to the heart of patient experiences f care, the inspection assesses our services against 5 key questions
- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive to people's needs?
- Are they well led?

Notification

- 2 weeks notice via email to registered manager
- Request for specific documentation to be provided within 5 working days
- Patient comment box, card and posters
- Inspection team prepare by collecting comments sent direct to CQC, NHS Choices comments, Information from Local healthwatch, Patient Surveys, website
- Notification of the make up of the inspection team

Inspection team

- GP
- Nurse
- Practice Manager
- Specialist adviser

It is normal for the Specialist adviser to sit in the waiting room talking to patients and also if possible to meet with members of the patient group.....