

PATIENT PARTICIPATION GROUP MEETING  
SATURDAY, 17<sup>th</sup> SEPTEMBER 2018 at 12.30PM

ATTENDEES

Dr Mark Casey, Shaun Austin, Sandy Town (Vice-Chair), Steve Town (Vice-Secretary), Colin Wright, Jill Sarrazin, John Armstrong, Janet Gotham, Sue Pollard, Dawn Hoskins, John Eayrs and Mike Windibank (Southampton Primary Care Ltd)

APOLOGIES

Trevor Arnold (Chair), Marion Arnold (Secretary) Lorraine Weldon,  
Lesley Steege and Jo Price

WELCOME AND INTRODUCTION

All members of the group introduce themselves to each other with visitor Mike Windibank introducing himself last to enable him to go straight into him advising us about Southampton Primary Care Ltd.

SOUTHAMPTON PRIMARY CARE LTD (SPCL)

SPCL was formed for GPs in 2014 and Mike was one of those who set it up.

They look after 285,000 patients in Southampton over 26 practices and 1 Clinic and this comprises of 6 Hubs over 7 days per week from 8am to 9am.

They have enhanced GP services, assist with the winter pressure, help to recruit and retain GPs by keeping them as practicing GPs working part-time hours, visiting patients or helping in emergencies.

SPCL assist with referencing procedures for DPO and GDPR and Child Protection quality assurance.

Clinicians have full access to patient records, if patients agreed. This is helpful when ensuring patients get the best medical care.

The patients' benefits are Inclusive Access, Computer based, GP led, a wider range of services such as physio self-referral, patient safety showing up gaps so that they can be filled correctly.

Supports patients who work and those with low mental health problems.

111 is now directed to a Clinical system where booking in can be dealt with.

Working with Ambulance crew by clinicians being able to help the crew avoid hospitalisation if possible and also with long term condition management.

There is a Hub in the Emergency Department (ED) mean that the ED can work as an ED.

They are also accredited as a training college for their staff and to offer training to practices.

They have now been given a 7 year 8-8 contract.

Mike confirmed he had given a copy of his presentation to the practice so that it can go with these Minutes as a reminder to us all but also for those not in attendance.

Dr Casey thanked and appraised the system and how it has benefitted the practice and patients.

John Armstrong asked how appointments at the hub are booked after practice hours. When calling you are asked times and best hub to suit you and then appointment is booked to suit patient and hub.

John Eayrs asked about possibility of Patient Education Service for long term conditions. Mike advised it is something that could be put across the city and will take back to networking.

Mike did mention that not all NHS practices are able to join, for instance practices invested into Federations owned by GPs and NHS Solent Foundation Trust and Care Homes owned and run by IMH

GPs have proportional voting that is capped to keep the SPCL fair and stable.

Mike was thanked for his time and also for leaving us with his presentation so that it can go on our PPG page with these Minutes.

## MINUTES OF LAST MEETING

Minutes of the last meeting dated 10<sup>th</sup> September 2018 were checked and agreed after discussing further the DNA figures. It was suggested that the practice could possibly look in to a voice message reminder being used to help bring the DNA figures down.

In respect of finding the group on the practice website it was suggested we have a separate tab at the top rather than searching through the menus. This will give us more prominence on the website as easier to find.

It was also suggested that the Minutes be put on the site within 2 weeks, if available, together with any other paperwork that relates to ensure that the date of the next meeting is shown as early as possible for those not in attendance.

## OTHER BUSINESS

It was suggested that the PPG could hand out our flyers at future Flu Clinics as well as regularly on a Monday, the busiest day at the practice. Colin Wright offered to hand them out when he would be at his flu clinic appointment on 21/11/18.

Jill Sarrazin mentioned difficulties that her friend had getting appointments with the doctor of her choice – the details were taken by Shaun to look into.

Colin Wright mentioned the International Glaucoma Association and asked about referrals – did GPs or Optometrists refer patients. They produce booklets and have new ones available. Colin asked if it would be possible to put something on our board and the booklets out in the waiting room.

John Armstrong asked if staff at the practice have had the benefit of Primary Care training due to the way his wife was spoken to recently. John was asked to give the information to Shaun. Dr Casey advised that reception staff have been asked to answer the calls in the following way – “Good Morning/Afternoon, NAME speaking at Woolston Lodge Surgery. How can I help you?”

Dr Casey and Shaun reiterated that if patients have a problem with staff or the practice itself to address them to Lorraine or Shaun. If patients could be

constructive when advising of concerns this will help look at the situation in a positive way.

Dawn Hoskins brought up the Flu Clinics and the problems with parking and long waiting periods causing workers to be late back to work. Dr Casey and Shaun advised that this year the Flu Clinics were very difficult to organise due to the stock and vaccines for the two different sets. They also suggested the PPG discuss this at their Spring/Summer meetings to find ways to alleviate the issues that occurred this time round.

Dawn Hoskins and Janet Gotham brought up Health Reviews and the 2 appointments possibly required if blood needs to be taken. Could reviews be carried out in the Hub to make life easier for workers, ie evenings – the answer is no as they are carried out at the GP practice.

John Eayrs handed over papers relating to Dementia - “Communicating with someone with Dementia” from Wessex Academic Health Science Network - to Sandy Town at the beginning of the meeting. As the meeting was running late it was agreed the papers be sent with the Minutes for this meeting for the Group to peruse and discuss further at the next meeting.

#### DATE OF NEXT MEETINGS

Saturday, 19<sup>th</sup> January 2019 at 12.30pm-1.30pm

Saturday, 27<sup>th</sup> April 2019 at 12.30pm-1.30pm