Patient Participation Group (PPG) meeting – 9th April 2019

As widely reported in the national press, NHS England has published the NHS 10 year plan. The plan focusses on 3 areas:

* *Making sure everyone gets the best start in life* (including reducing stillbirths, continuity of care through pregnancy, childhood obesity, children’s mental health, faster autism assessments, supporting children with learning disabilities and delivering the best treatments for child cancer).
* *Delivering world-class care for major health problems* (including reducing heart attacks, strokes and dementia cases, earlier diagnosis of cancer, spotting and treatment of lung conditions and better mental health care including access to therapy).
* *Supporting people to age well* (including coordinated care from different professionals, support for independent living at home, rapid community response to prevent hospital admission and speed up discharge, upgrading NHS staff support in care homes, recognising and supporting carers, care for dementia and giving patients more choice towards the end of life).

There is also a new GP Contract. Within this contract, there is a requirement for individual GP practices to collaborate with each other to form Primary Care Networks. Each network will support 30,000 – 50,000 patients. Networks will cover areas that make sense in terms of geography, community and are contiguous. Networks will not be legal entities; practices will continue to be autonomous and will collaborate to support their combined patient populations. Over the next few years, new roles will be included in the Networks in the form of Clinical Pharmacists, Social Prescribing Link Workers, Physician Associates, First Contact Physiotherapists and First Contact Paramedics. Use of existing and new technology will continue to evolve with an aspiration of enabling virtual consultations by 2021. The Primary Care Networks will be agreed by end May 2019 and go-live from 1st July 2019.

The 24 hour and 48 hour appointment pilot is underway and appears to be easing the demand for same day appointments. From the beginning of March 2019 our surgery started a pilot offering pre-booked appointments between 8:00am and 11:00am on Saturday mornings. So far, all appointments have been fully booked and patients seem to appreciate the added flexibility The effectiveness of both these pilots will be reviewed at a future date and a decision made whether to continue with them or not.

We are very grateful to all those patients who turn up promptly for their appointments – THANK YOU. Disappointingly there are still too many occasions where patients do not attend their appointments. Analysis shows that of those patients who fail to attend, 25% booked their appointment on the day and a further 18% booked their appointment in one of the new 24/48 hour slots.

The practice has received numerous compliments and no complaints since the last meeting.

Next meeting – July 2019