Patient Participation Group (PPG) meeting – 15th January 2019

Connecting your Care – a system which allows clinicians involved in direct patient care at hospitals and in GP practices to see the latest data on a patient held by the GP or acute hospital – is being rolled out with a target live date of April 2019. Hospital doctors and nurses will be able to view GP owned data and vice versa, in real time, but no data will be able to be updated, stored or printed other than where it is owned and maintained. This will enable doctors to have the most up to date view of patient information including appointments, medications, test results, diagnoses, allergy information etc. By default, all patients will be included in this system but patients will be able to opt-out of the data sharing if they choose to.

The CCG, in collaboration with the local authority, voluntary sector, Healthwatch and patients/public are developing a local Health and Care Plan. The plan will have a 2 year lifespan and focus on tangible deliverables across the accountabilities of the various stakeholders, rather than each organisation working in isolation. The target date for the plan to be published is July 2019.

The 8th edition of the Broad Lane Surgery newsletter was published in November 2018. It is available on the website or from the surgery. The target date for edition 9 is June 2019.

A number of pilots are underway with regard to appointments. A few 24 hour and 48 hour appointments are being made available to try to ease the demand for same day appointments. If same day appointments are all taken, a patient could be offered a 24 or 48 hour appointment if there are any still available. This would eliminate the need for the patient to ring back the following day to try to secure a same day appointment again. From the beginning of March 2019 the surgery will be starting a pilot offering a small number of pre-booked appointments on a Saturday morning. These will not be additional appointments and are designed to try to help ease the unsustainable demand on the doctors during the week. They will however give patients additional flexibility on when they can book appointments. The effectiveness of these pilots will be reviewed at a future date and a decision made whether to continue with them or not.

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

Next meeting – April 2019