

NEW QUEEN STREET AND STANGROUND SURGERIES PATIENT PARTICIPATION GROUP
MONDAY 25TH MARCH 2024 AT 11.00 A.M.

AGENDA

1. Welcome

Lindsey (new practice manager not yet present)

Dr Garrett to join approx midday.

2. Apologies.

3. Welcome and introduction to new Practice Manager.

4. Minutes from previous meeting All OK.

5. Matters arising

'Nurse only' login sign not amended.

6. Chairman's report

Lakeside PPG mtg last month. Mostly about anima. Yaxley running classes on registration. There are problems. Good & bad comments. Another mtg for PPG chairs to discuss anima set up. Brief discussion about figures. Data shows NQS above average about appointments offered etc. National average is not very good.

7. Anima – how is it bedding down and problems arising

RG: Can we ask the %age of people signed up? (what about same email?)

Really good signup - (250 over 7 days) Ask for numbers & age breakdown.

PPG Concern that Anima is not patient friendly. Especially for older people.

Dr. G: pushing patients to anima - if no access, reception can fill in the form. (Not always happening!) Some appointments pre-bookable. 15-20% reserved for 'on the day', not through anima.

New contract requires parity for non-online access. Dr. G - all slots accessible through anima or through reception.

5th March - unfortunate circumstance. Hoping that new system is better than Doctrin. Always trying new tweaks to the system.

Access has a long way to go. "Not fit for purpose".

Not looking for doctors. Do want a new Lead Nurse. Now use a lot more ancillary staff.

8 Doctors.

6.75 FTE + Trainee doctors. No funding for additional doctors.

All offices used by additional PCN staff such as social prescribers etc. PCN pay for staff, room supplied by surgery.

07:00am start? Who decided it? All times released at 7, following discussion with anima team.

8. Report from Practice

Dr Scott gave presentation about CQC report - where are we up to now?

DG: immediately after, CQC updated with actions. CQC needed no follow up inspections.

Changes to CQC inspection process. Still being worked out.

Don't know when next inspection will be.

Conducting patient survey. How much response? Will report back.

Also, when report will be available.

Out of town patients still registered. Reducing. But still have some. No new registrations out of area. Still have list open

9. 2024/25 GP Contract

18. NHS England has co-developed a new registration solution with patients and practices to make registering with a GP easier, simpler and standardised. Over 2000 practices have already adopted the solution which consists of an online registration service and a new paper form. Practices will be contractually required to adopt and offer both formats.

Not sure if NQS is part of it. Will feedback.

Recognising the importance of continuity of care

20. In order to highlight the importance of continuity of care, whilst ensuring practices have flexibility to deliver services to best meet the needs of their patient population, the provisions in the GP Contract Regulations will be amended to explicitly require continuity of care to be considered when determining the appropriate response when a patient contacts their practice.

Can patients prebook to see a particular doctor? - Yes, some slots available for each doctor, up to 2 or three weeks ahead. Also, follow-up slots can be booked by the doctor. But... never any free bookable appointments! No capacity. Not online - only through reception.

10. Any Other business

Boots are encouraging us to go online with their system. Why? No advantage to NQS - they are promoting their own service.

Nationwide shortages of drugs. Does pharmacy keep GOPS informed of shortages, so prescriptions can be accommodated?

Variable. Some pharmacies inform the surgery.

11. Date of next meeting – Monday 20th May 2024