

<b>ASGP PPG FORUM MINUTES</b>	<b>Date:</b> 25.5.16 at 7pm

<b>Meeting called by:</b>	<b>Group</b>	<b>Type of meeting:</b>	<b>Quarterly</b>
<b>Facilitator:</b>	EF	<b>Note taker:</b>	CB
<b>Timekeeper:</b>			
<b>Attendees:</b>	JH, EM, ENF, TH, CS, JS, MS, C?		
<b>Apologies:</b>	CO, CB		
<b>Previous Minutes:</b>	Previous minutes agreed		
<b>Please bring:</b>			

**MINUTES**

<b>Topic</b>	<b>Action</b>
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Previous minutes discussed

SAIL-presentation by Erin Mee	<p>SAIL is a service for people aged 50+ in Southwark that enables them to access a wide range of local statutory and community services, who can support with home security and fire safety, health and wellbeing, living conditions, and income &amp; finance. The service is coordinated by Age UK Lewisham &amp; Southwark, which has a team of Care Navigators who can visit people in their homes if they wish, to help build a better picture of the support people need and put it in place.</p> <p>SAIL has had increasing numbers of referrals from Primary Care, so three Age UK Care Navigators are now working within various GP practices across Southwark, to support clinical staff to address their patient's social and practical needs. The Care Navigator can liaise with professionals, make onwards referrals, attend clinical and CMDT meets, and PPGs. Working closely with practice staff, by having a base at each practice for a few hours a week, the Care Navigators hope to contribute to a more holistic approach to</p>	
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	patient care – from coordinating interventions from social services and occupational therapy, to finding day centres and mobile hairdressers!	
1 (SI) Patient Survey	None at present	
2 (SI) Building Update	Still progressing seems slowly. Some sticking points with the look of the outside. Meetings are ongoing and updates will be passed on at future meetings	
3(SI) Neighbourhood Group Update	MD to update	Info all
4 (SI) Albion Steering Group	MD to update	
5 (SI) Friend and Family	Box in reception for patients to put feedback forms or can go to website but we are not having much of a response	Could volunteers from the group sit in practice and prompt/remind patients to feedback
6 CQC inspection	Rating is Good in all areas. All the hard work was worth it and we think it is a true reflection of the practice	
7 North Southwark Locality/EPEC	MD to update	
8 patient Participation Awareness week	6-11 <sup>th</sup> June meetings at Keyworth House	
9 Appointments	Patients will on occasion be directed to the Extended Primary Care Access Centre in Old Jamaica Road. This enables patients to be seen on the day when the practice appointments have all been used. This is an excellent service for our patients and gives more flexibility for patient needs.	
10 Messages left on mobile phones	The group decided that it was a good idea to leave a generic message on patients mobile phones if we need to cancel or reschedule. There is no need to say who we are the patient should know	
11 Kings Fund Report	The research highlights the full extent of the crisis in general practice, finding that the overall number of consultations has increased by 15 per cent (a 13 per cent growth in face-to- face consultations and a 63 per cent growth in telephone consultations) over the last five years, three times the rate of increase in the number of GPs. As well as a growth in the number of onsultations, it shows that general practice’s workload has become more complex and intense. The report also underlines the scale of the recruitment and retention crisis facing the profession, finding that fewer GPs are choosing full-time clinical work while many current GPs are retiring earlier and in greater	

	numbers.	
12 Southwark Forward View for the next 5 years	<p>A document prepared by Southwark CCG is bullet pointed here, there is a lot of information and should it all come to fruition would be good for Southwark</p> <p>Investing a further <b>£2.4 billion by 2020/21 into general practice services.</b></p> <ul style="list-style-type: none"> <li>•This means that investment will rise from <b>£9.6 billion a year in 2015/16 to over £12 billion a year by 2020/21.</b></li> <li>•This includes recurrent and transformational funding</li> <li>•Additionally a review on Carr-Hill formula in progress to ensure it reflects derivation and workload etc</li> </ul> <p>•Create an extra <b>5,000 additional doctors working in general practice by 2020</b></p> <ul style="list-style-type: none"> <li>•Attract an extra 500 GPs from abroad and targeted £20,000 bursaries that have found it hardest to recruit.</li> <li>•<b>A minimum of 5,000 other staff working in general practice by 2020/21</b> <ul style="list-style-type: none"> <li>- <i>3,000 mental health therapists</i></li> <li>- <i>1,500 pharmacists</i></li> </ul> </li> <li>•<b>£206 million in support for the workforce through:</b> <ul style="list-style-type: none"> <li>- <i>£112 million (in addition to £31m already committed) for the clinical pharmacist programme to enable a <b>pharmacist per 30,000 population</b></i></li> <li>- <i>£15 million national investment for nurse development support including improving training capacity in general practice, increases in the number of pre-registration nurse placements and measures to improve retention of the existing nursing workforce and support for return to work.</i></li> <li>- <i>£45 million benefitting every practice to support the training of current reception and clerical staff to play a greater role in navigation.</i></li> <li>- <i>Investment by HEE in the training of <b>1,000 physician associates to support general practice.</b> Introduction of pilots of new medical assistant roles that help support doctors.</i></li> <li>- <i>£6 million investment in practice manager development, alongside access for practice managers to the new national development programme.</i></li> </ul> </li> </ul> <p><b>CHAPTER 3: WORKLOAD Support for GPs to manage demand, unnecessary work, bureaucracy and</b></p>	

	<p><b>integration with wider system</b></p> <ul style="list-style-type: none"> <li>•<b>£16 million extra investment</b> in specialist mental health services to support GPs with burn out and stress.</li> <li>•new standard contract measures for hospitals to stop work</li> <li>•<b>3 year 'Releasing Time for Patients' programme to reach every practice in the country to free up to 10 percent of GPs' time (£30m), new four year £40 million practice resilience programme (including £16m in 2016/17)</b></li> <li>•move to five yearly CQC inspections for good/outstanding practices</li> <li>•introduction of a simplified system across NHS E, CQC and GMC, streamlining of payment for practices,&amp; automation of common tasks.</li> </ul> <p><b>CHAPTER 4: INFRA-STRUCTURE</b></p> <ul style="list-style-type: none"> <li>•<b>£900m for premises and IT</b> (this is the continuation of the Primary Care Transformation Fund, now renamed)</li> <li>•<b>£45m</b> for e-consultation support</li> <li>•New rules to allow up to <b>100% reimbursement of premises developments</b></li> <li>•Over <b>18% increase in allocations to CCGs</b> for provision of IT services and technology for general practice</li> </ul> <p><b>CHAPTER 5: CARE REDESIGN</b></p> <ul style="list-style-type: none"> <li>•<b>Support to strengthen &amp; redesign general practice</b> by commissioning and funding of services to provide extra primary care capacity across every part of England, backed by over <b>£500 million of funding by 2020/21</b> incl.<b>£171 million one-off investment</b> by CCGs starting in 2017/18, for practice transformational support, introduction of a new voluntary Multi-speciality Community Provider contract from April 2017.</li> </ul>	
	<p style="text-align: center;">AOB</p> <ul style="list-style-type: none"> <li>• Patients have been saying that they are being cut off just as they get to the top of the queue</li> <li>• Nominations for the new Chairperson</li> </ul>	<p>Members of the PPG have said that mobile phone reception has been at times shocking due to problems with a local mast this could be a contribution to calls dropping off</p> <p>Martin would like to stand and Carol may like to stand again for chairperson next year-this is to be discussed at the next forum</p>
<p><b>Next meetings:</b></p>	<p>Wednesday 24th August 7pm 2016</p>	
<p><b>Special notes:</b></p>		