

# Whitstable Medical Practice Patient Participation Group

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## Summary of topics discussed at the PPG committee meeting held on 29<sup>th</sup> April 2015

### **1. PPG Aims and Guidelines**

Members agreed the revised PPG aims and guidelines to include a commitment to represent patients' views to the Care Quality Commission.

The various ways in which patients are able to express their views were briefly discussed. These include – the annual patient survey, the friends and family test via the iPads at reception, the practice website, and suggestions boxes at each site.

### **2. Multi-speciality Care Provider**

Dr Ribchester said that the aim of the MCP project is to provide better community integrated health and social care. Nationally the project received 169 applications of which 29 were accepted and of those 29 only 14 were GP related. The application from Whitstable Medical Practice also includes a joining of forces with Northgate Medical Centre and Saddleton Road Surgery and will cover 53,000 patients. Existing and new services and facilities are envisaged within the project including - a community hospital, urgent care facilities with MIU, fracture clinic, DVT clinic, 7 day GP service and paramedic services, screening facilities, specialist clinics, day surgery and outpatients departments and further services to manage and improve long term conditions. The estimated timescale for this project is around 2 years.

A series of events and meetings was scheduled for the following week including a 2 day visit from the NHS England New Care Model team to allow the stakeholders and partners of the project the opportunity to present what they can offer and deliver to the community. PPG representatives would be attending the "market-place" event

### **3. Paramedics carrying out home visits - pilot scheme**

The service allows rapid response when necessary and the GPs are very happy with the information they are receiving following a home visit by a paramedic. Information is recorded electronically on an iPad and then fed back onto the patient's journal via Wi-Fi. An average of 12 such visits are carried out a day and this also assists GPs in managing their workload. During a consultation, the patient will receive a leaflet to explain why they were visited by a paramedic. The pilot scheme is on a 3 month trial.

### **4. Phone calls from the practice to patients**

Some patients have commented about the no caller ID display on their phone putting them off taking a GP call as they think it is sales related. The number 1656 will be dialled prior to the telephone number to prevent this from happening.

### **5. Privacy screens at WHC**

A comment had been made about the privacy screens that have been added at Whitstable Health Centre suggesting that the display screen indicating when the next patient is called through is now difficult to see. Carolyn Nelson said this will be looked into. It was noted that there had also been positive feedback about the privacy screens.