

Q: Question
C: Comment

PPG Network Meeting: 29 September 2022
11am – 12.30pm, Zoom

Representation from:

Alpine House Surgery
Bridge Street Medical Practice
Broom Leys Surgery
Castle Donington Surgery
Charnwood Medical Group
Croft Medical Centre
Fosse Medical Centre
Groby Road Medical Centre
Highgate Medical Centre
Melbourne Health Centre
South Leicestershire Medical Group
The Cottage Surgery
Whitwick Health Centre (Drs Bedi and Virmani)
Woodbrook Medical Centre

Integrated Care Board representation from:

Sue Venables, Head of Engagement and Insight
Birju Vaja, Insights and Experience Officer
Jacob Brown, Children, Young People and Families Engagement Officer
Jit Parekh, Community and Stakeholder Management Officer
Kirstie Swinfield, Partner Insight Senior Assistant
Dr Andrew Ahyow, Deputy Chief Medical Officer
Melanie Shilton, Campaigns, Behaviour Change and Projects Manager

Welcome and introductions

Hosted by Sue Venables, Head of Engagement and Insight.

Integrated Care Board (ICB) update

Presented by Sue Venables, Head of Engagement and Insight.

The Enhanced Access programme will commence from 1st October 2022 and will provide more opportunities to book primary care appointments between 6.30pm – 8pm from Monday to Friday, and from 9am – 5pm on Saturdays. There will not be a large campaign to promote Enhanced Access. There are 26 Primary Care Networks (PCNs) within Leicester, Leicestershire and Rutland and each will manage the service using their own approach; therefore, additional appointments will not necessarily be available at each practice location. PPG feedback on the new service will be valuable.

C Practices should avoid sending out communications with the initialism ‘PCN’, as many patients will not know what it stands for.

The Integrated Care Board will be sending out an Enhanced Access toolkit to practices, which will include suggested wording to use in patient communications.

2022 National GP Patient Survey summary for Leicester, Leicestershire and Rutland

Presented by Sue Venables, Head of Engagement and Insight.

[Slides presented]

C It can be expensive for practices to end contracts with existing telephone providers, plus there is a cost to set up a new telephone system. The Integrated Care Board does not have sufficient funds available to cover this cost.

An update on the programme of support for practices will be requested from Alice McGee, Executive Director of People and Innovation.

C Our PPG (Markfield Medical Centre) is working on a questionnaire to find out how patients communicate, which groups need more help, and how the PPG can support. We will bring feedback to a future meeting.

C A 30% response rate seems low.

Even with a small response rate from registered patients, key themes can be identified. Often in research, even 5% is classed as a good response rate. There are other important considerations, such as whether the responses are representative of the patient population. The Leicester, Leicestershire and Rutland response rate was comparable with the national response rate.

Q It is surprising that Leicester, Leicestershire and Rutland is below the national average for all questions. What are your thoughts on that?

The Integrated Care Board will be focusing on offering support to the lowest performing practices. There is variability across Leicester, Leicestershire and Rutland and the unique challenges faced by each area will be explored.

Q Whilst patients can book GP appointments online at most practices, how do some practices offer online booking for other types of appointments, such as cervical screening or with healthcare assistants?

Each practice has a unique set up to manage its appointments and how they are booked. Factors such as system functionality and workforce may impact whether online booking for other appointment types is possible. PPG feedback to practices on their appointment booking systems is valuable.

How local GP practices are responding to the current challenges

Presented by Dr Andrew Ahyow, Deputy Chief Medical Officer, Leicestershire and Rutland ICB

[Slides presented]

Q Sometimes people wait for a long time to be seen in urgent care, only to be told they need to go to A&E. It would be better if they could be directed to the right service upon arrival.

Smarter care navigation is required. It is challenging because a trained member of staff needs to assess a problem to know where the patient needs to be treated. Further training and development is necessary to achieve better quality navigation, in addition to improving patients' understanding that providing information about their problem upfront will help to ensure they are directed to the right place.

Q What is your view on the restricted applications to medical school?

It is the Government's decision, but the Integrated Care System can focus on ensuring that new or trainee clinicians who work locally feel supported, so that they want to stay. This includes good clinical networks, feeling like they are making a difference, and opportunities to learn.

Q How do we feedback on hospital services?

If it is general intelligence about experiences of hospital services, it would be useful to feedback through this network. If it is personal or a complaint that needs to be investigated, then the contact details are:

Phone: 0116 295 7572

Email: llricb-llr.enquiries@nhs.net

Write: Corporate Affairs Team, Leicester, Leicestershire ICB, Room G30, Pen Lloyd Building, County Hall, Glenfield, Leicester LE3 8TB

Q If patients who do not own a mobile are given a date for a telephone appointment, they must stay near their landline for the whole day. Can practices provide a more specific timeframe, such as a two-hour window?

This would be an individual practice decision. PPGs are encouraged to provide feedback and suggestions, such as this, to their practice.

Planning for the Autumn and Winter campaign

Presented by Melanie Shilton, Campaigns, Behaviour Change and Projects Manager

[Slides presented]

Q Can the slides be shared at individual practice PPG meetings?

Yes, but please note that the slide titled 'Creative (draft)' is not the final version.

C There is some confusion around people receiving both Covid and flu vaccines at the same time.

The national message is that both vaccines can be administered during the same appointment. However, practices/PCNS may choose not to take this approach and opt for separate appointments.

Final questions/comments

Please email and suggestions for future agenda items to: birju.vaja1@nhs.net.

The next meeting will be virtual (via Zoom) and is scheduled for 27 October 2022.