

Colchester Medical Practice Patient Participation Group (PPG)

Minutes of meeting held on Monday 13th Jan 2025

Present: DF, PT, CJ, MB, JS, PD, RW, TF, MC, TS

Apologies: AM

Present -CMP Joe Oxley (Business Manager) Alasdair McEwan (Digital and Transformation Lead)

JO introduced the meeting. We went round and participants introduced themselves. There was generally positive feedback around CMP expressed. It was noted also that staff had not been proactive in publicising the meeting to patients at the reception desk (action point).

It was also noted that at present there is no Chair for the PPG. We also discussed the possibility of different formats to the meeting in future with the possibility of online meetings to be trialled.

JO set out his vision for CMP-to provide the best service to patients in Colchester. He noted that our list size is increasing rapidly as we take on more and more patients and that we have factored in a growing list size in our plans.

JO gave an outline of the NHS England Primary Care Network Pilot (PCN Pilot). CMP receives enhanced funding (+ 10%) with the aim of demonstrating that Primary Care can use increased resources to good effect in increasing activity in the community as part of the possible shift in resources away from secondary care with the aim of improving services and utilising a proactive prevention approach to keep more patients healthy and out of hospital.

CMP is deploying additional resources in the following areas: frailty clinics run by experienced GPs to practice proactive care, a Frailty Team with an Occupational Therapist and Care Coordinators, a Discharge Team to support patients when they are discharged from hospital. There is also the existing Health and Wellbeing Hub which provides Health Coaching and Counselling to patients of all ages.

Whilst the PCN Pilot is not designed to address the estates problem in UK Primary Care, we are also taking the opportunity to create two additional consulting rooms at the Shrub End site.

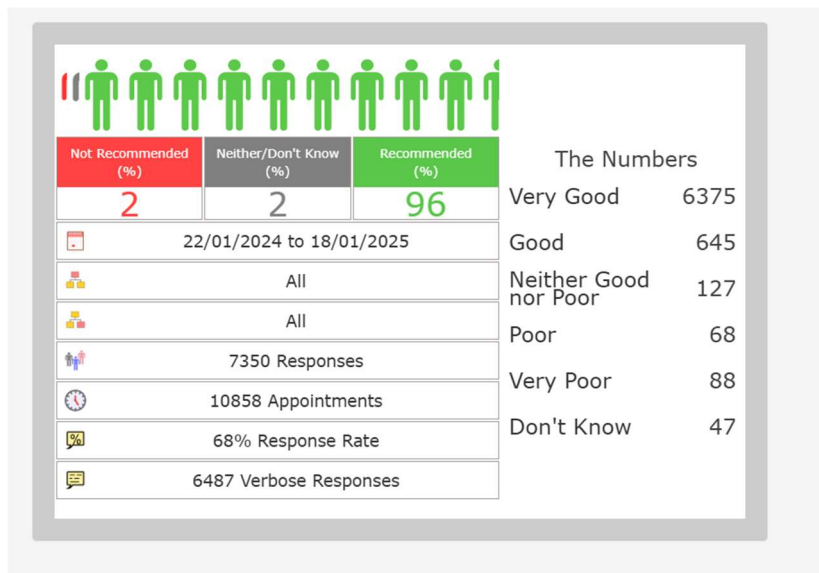
CMP is moving its website to a new format and is also going to change its Online Portal from Footfall to AccuRx. The aim is to maintain the current Open Access offering, but also to make it easier for those patients who wish to interact with CMP online to do so. The online digital platform is now a very common feature, and many practices use it. CMP also hope to increase uptake of the NHS APP which is the NHS England preferred option for patients to use.

A lot of interest was shown in the Health and Wellbeing Hub (HWB Hub) and what it does, there were also questions around how widely known this service is amongst patients (action point). JO explained in more details about the work that the HWB hub does including Mental Health work / Counselling with children and adults, Health and Wellbeing coaching -with a specialisation in a nutritionally based approach, a Dementia Café for patients and their families & Health and Wellbeing walks lead by our Health and Wellbeing coaches.

There was a question about Physiotherapy and how it works at CMP. The providers are a third-party organisation who are contracted to CMP. We will soon be changing providers as we feel significant improvements to the service can be gained by doing this. The aim is that patients can self-refer directly to a physio without having to see a GP. The physios are empowered to provide a therapy service with several different modalities rather than just provide lists of exercises for patients to do. In addition, the new provider has treatment rooms very close to our Shrub end site which will help to alleviate pressure on CMP room space.

We discussed patient satisfaction questionnaires (Friends and family Test), and whilst satisfaction ratings are generally high (see below) we do receive some feedback that indicates dis-satisfaction with aspects of our service. We agreed with the PPG that it would be useful to delve further into this and we will provide information on this ahead of the next PPG meeting.

FFT Responses



FFT Questions

THE NHS FRIENDS AND FAMILY TEST



We would like you to think about your recent experience of our service.
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
😊		↔		☹️	?

Thinking about your response to this question, what is the main reason why you feel this way?

We also discussed the issues of charges for additional service, such as forms and letters being completed by the GP for patients.

ACTION POINTS

- Share negative feedback with PPG to look at service improvements
- Discuss Health and Wellbeing Hub further with PPG and how to inform patients about the service
- Jointly look at Practice Website and Information Screens
- Consider a combination of online and Face to Face meetings for PPG in future
- Elect a PPG Chairperson

Next Meeting

Monday 10 /02/2025 18 00 at Parson's Heath site