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| **Attendees:**  Caroline Round, Jean Denham, John Vickery, Alice Pearce, Patricia Brodie, Barbara Gallati, Janet Mills, Elizabeth Dale, Kath Ford, Nick Grimmer, Sylvie Serpell, Sue Egerton | **Apologies:**  Helen West, Marta Yazbek, Claire Valsler, Jes Ford | |
| **Date:** 12/9/2023 |  | |
| **ITEM**  **Previous Minutes**  Minutes accepted with no changes.  **Apologies given on behalf of absent members.**  **Suzanne Ponsford of the carers support centre.**  SP gave an overview of her organisation she went on to explain her role in the GP Liaison Team.  Patients who are over 18 and registered as a carer at the surgery can be referred to the service. Once they have been referred they will receive a carers assessment to assess their needs and how they are feeling. The majority of the “cared for” patients are living with dementia.  Advice and guidance available from the service   * Advice on adaptations to property/ help with housing applications * Help for carers to access benefits, ensure that they are getting everything that they are entitled to. * Carefree breaks away and respite * £300 is available for carers to do something nice for themselves * Walk and talk for carers.   **Emergency Card.**  SP explained to the meeting about the emergency card scheme for carers.  Carers carry an Emergency Card in case of accident. It explains that they are a carer and that the emergency services should contact their nominated person or social services.  There is also a list of discounts that card holders are entitled to.  **Communication**  SP explained that a carer’s newsletter goes out 3 times a year which contains up to date and useful information for carers  SP holds a carers surgery at BVM once a month for face-to-face appointments, Home Visits and telephone calls are available also.  SP advised that there are courses available for carers to take and that the carers support centre tries to partner with relevant organisations.  **Questions**  JM asked if the carers support centre is linked to Carers UK and SP confirmed that they are.  Queries were raised about Carers UK cards being accepted, the historical message in a bottle service and First Aid courses for carers. SP was unsure of the answers to these so will take them back with her and feed the answers back to BVM for the next PPG.  JM raised a query about support available for young carers. SP advised that they should have an appointed teacher at their school.  JV commented that he found it difficult to get information when his wife had dementia and that it is particularly important that information around these subjects is shared.  SP confirmed that she will leave information leaflets with JD to distribute amongst the PPG members.  JD thanked SP for her time.  **Update from Tom Clarke: Practice Manager.**  **KLINIK**  TC explained that KLINIK is the new online enquiry system that has replaced eConsult. This has been live for a few weeks. This has been successful and contacting the practice is now easier. Lots of resource has gone into this behind the scenes including clinicians triaging requests.  TC explained that the biggest learning point for the practice has been the day-to-day management and making the balance between capacity and demand more consistent.  The main challenges have been helping patients without IT access. There is a training need here for the care coordination team to iron out any inconsistencies in our approach to this. Now that the system is up and running BVM need to do some work on deciding what appointments are appropriate to not process through KLINIK e.g. certain blood tests.  **Questions.**  JM raised a question about the system closing at 4pm and was concerned as it is more convenient for her to order repeat prescriptions in the evening.  TC confirmed that although patients are unable to order repeat prescriptions through KLINIK at this time, it is possible through the NHS app or Patient Access.  **Care Coordinator Hub.**  TC confirmed that this is now operational. Care coordinators across BVM have been merged into one telephone hub. There are also 2 Care Coordinators at each site manning the front desks. The Care Coordinator Leads are now based within the hub as well as the clinicians who are triaging KLINIK requests.  Operationally this has been a success and the general feedback from staff has been positive. However there have been some challenges with staffing due to recently losing four care coordinators for a variety of reasons. TC explained that BVM are going to look at the recruitment process for this role to establish is any changes can be made to make this process more successful. The Care Coordinator Trainer has now been promoted to Lead Care Coordinator, her main area of responsibility will be training.  **Questions**  JM asked whether the CCs in the hub will be answering KLINIK enquiries as well as answering the phones. TC explained that the CCs within the hub and at site are given specific tasks for their shift, so some in the hub will be answering the phone and some will be answering KLINIK enquiries.  NG raised concerns about one of his parishioners who is unable to read or write and therefore will struggle to use KLINIK. TC advised that they can still visit the surgery or contact by phone and the Care coordinators will support them by filling in the form for them.  KF asked if GPs still complete home visits as one of her acquaintances was told that they this is no longer the case. TC advised that whilst GPs do still carry out some home visits, they are now mostly dealt with by paramedics and Advanced Nursing Practitioners as in many ways they are more qualified to carry out home visits than GPs.  KF’s enquiry was specific to the experience of her acquaintance so it was agreed that it would be better for it to be raised as a query/complaint outside of this meeting.  **Autumn Vaccination Update:**  TC advised that BVM have 3 Autumn booster clinics booked: 14, 21 and 28 October. These will be vaccinating against flu and Covid. Invites are currently being sent for patients to book into these clinics.  BVM will also be going out to vaccinate housebound patients and patients in care homes.  **GP Patient Survey**  TC explained that the themes of this survey were access and experience and that BVM did score below average, however there was only a 20% completion rate.  TC then ran through some of the stats from the survey. Patient access is the area for improvement whilst appointment experience was a positive area. 62% of patients rated their overall experience as good. Nationally, the average is 74% and locally the average is 71%.  The focus for BVM remains improving access and BVM will continue to implement new ways of working to improve this.  **AOB**  JD advised that she would distribute the new retention and participation policy please can respond to confirm that they are happy. New policy targets have been agreed with BVM, please contact JD if you have any ideas on how to meet these. Especially in terms of broadening membership and how that is managed.  JV raised 2 queries: The first one was whether BVM can order hearing loops for the Perspex screens at reception and secondly whether the temporary placement at a surgery form is a standard form and whether it can be E-Mailed. TC agreed to investigate these queries and will report back.  **Next Meeting 12th December 2023 either at Marksbury Road or via Teams. Meeting to be chaired by Alice Pearce.**  **Thank you all for attending** | | **ACTION** |