

Annual Conference, 4th June 2019

NOTES

- 1. Would you be happy for your GP practice to work with other GP practices in the same “footprint” area to deliver services?**
 - Already happening in the GP Clusters, PPG groups want to be involved in the work of the Clusters
 - The patient is the most important resource in the NHS, however they are not recognised as such
 - We should be improving patient knowledge and enable them to understand how the health service works, how they should take responsibility for their health and how to self-manage
 - The CCG should think about a budget for training and educating patients

- 2. As a patient, how would you feel about your GP practice triaging you (deciding how complex you are), before deciding who the best person is for you to see?**
 - Some practices ask you to ring first thing in the morning, would triaging cause delays?
 - Would you be more likely to get an appointment via triaging?
 - Could the Cluster groups look at pooling the triage process and see how patients feel about that?
 - What about exploring a physical appointment to do the triaging
 - Want the person triaging to be competent
 - Would they use the same criteria as NHS 111? Is this effective?
 - Need to avoid discrimination
 - Patients want assurance about safety and effectiveness of any process
 - Need to share best practice between services/GP practices

- 3. Would you be happy to be seen by different clinical staff in your surgery for minor illnesses? i.e. sore throat**
 - Needs more engagement work

- 4. What services do you think would be helpful to be located within or near your GP practice? i.e. Pharmacy, Citizens Advice, Diagnostics**
 - In house services, Pharmacy etc.
 - IT – for people over 50 years. For access to do digital services like ordering repeat prescriptions
 - Anyone with COPD should have a monitor that can access a doctor. Think about early intervention which may save a bed and save money

- Blood tests
- Warfarin clinics / at home
- Counselling and mental health services
- Not just about services in the GP practice – but staff being able to navigate and sign post people to the right place
- Quality nurse practitioners