

Thaxted Surgery – Patient Participation Group Minutes - 16 May 2019

Present: Dianne Claxton; Jo Curtis; Michael Delahooke; Harry Ellis; Keith Isgar; Jon Spencer; Rita Williams; Sara Carruthers; Rachel Hazeldene (West Essex CCG); Jane Marley (West Essex CCG Information Governance Lead);

Apologies: Bob Bass; Sue Bush; Dianne Drury ;Pamela Gale; Joan Greenfield; Joan Grey;. Margaret Legg; Chris Rengert; Sheilah Rengert; Shelia Roberts; Carol Skelton.

My Care Record.

West Essex presented the MyCareRecord initiative. The PPG discussed this initiative in September 2016, at which point it was new, untried and centred on Harlow hospital. At that point, the PPG decided that the balance of risk to personal data outweighed the potential benefit, given that Thaxted patients use Addenbrooke's and Broomfield much more than Harlow.

The PPG reviewed again in July 2017, at which point Addenbrooke's anticipated joining. At this point, the PPG agreed that the benefit to patients now outweighed the risk, and the surgery launched a fair processing campaign. However, Addenbrooke's did not join so the agreement was never completed.

West Essex updates us again at this meeting. In summary:

- MyCareRecord is a data sharing arrangement between various health and social care providers.
- It allows health and social care professionals to access a patient's medical and social care information for the purpose of direct care of that individual.
- Consent must be provided by the patient whenever and wherever the record is accessed.
- Patients can also opt out, so that their record is never available for sharing.
- The participating organisations are responsible for training staff and implementing audit and training processes to manage the risk of inappropriate data access by rogue or poorly trained staff.
- Currently, Harlow hospital, EPUT (the local district nursing and mental health trust), Essex Social Care and HUC, our new Out of Hours provider are participating in MyCareRecord.
- The MyCareRecord team are also in discussions with other East of England health and social care organisations with a view to joining up on a wider basis. This may allow our patients records to be available at Addenbrooke's and Broomfield within the next few years.

The PPG discussed the balance between risk of data breaches and benefit to patients when they attend hospital, see an out of hours doctor, a district nurse or a mental health professional. The PPG agreed that Thaxted Surgery should now join the initiative.

The surgery will publicise MyCareRecord for 3 months prior to activating the agreement in order to give patients the opportunity to opt out, and equally allow those who have previously opted out to opt in.

Thaxted Surgery – Patient Participation Group Minutes - 16 May 2019

Building work

The extension is well advanced. The exterior is largely complete and work is progressing rapidly inside. Feedback we've had in the surgery is positive.

From Monday 15th July, the surgery will be seeing patients in the new extension, and refurbishment of the existing building starts. This means that for the duration of the summer, the surgery will be working entirely in the new extension, without access to the existing building. We have chosen summer to do this because it tends to be a bit quieter. In addition:

- Surgeries have been scheduled carefully to make maximum use of the space
- Students are being enlisted as extra help to guide patients to the appropriate place at the appropriate time
- We will be issuing two months of repeat medication (where reasonable to do so) from mid-June onwards in an attempt to reduce the number of visits patients need to make to the surgery.

Nevertheless, this will be challenging for both for patients and staff. The refurbishment work is technically complex and, in the early days will be periodically noisy.

Fund Raising

The PPG fund raising account stands at £25,750. In addition, Yardley's charity have given a grant of £10k on which we can draw. This is more than sufficient to purchase the medical equipment for the new building.

Given the success of fund raising efforts, the practice is now looking to re-floor and redecorate those parts of the existing building that are not included in the NHS funded refurbishment (namely the consulting room suite), so that it matches the new extension and the refurbished waiting room area. The PPG approved this plan and fund raising efforts will therefore still progress.

Opening Ceremony

PPG discussed an opening ceremony for the new building. Agreed that it should be once the entire building is opened – i.e. October – and should be one day of a weekend. Patients would like an “open house” with a tour around and as many staff as possible available. Jo offered his marquee. Members suggested we could invite local MP. Sara will announce a date nearer the time!

New 111/Out of Hours/Extended Hours provider.

West Essex CCG have commissioned a new provider, Herts Urgent Care (HUC) to provide 111, out of hours doctor service, and extended hours services – services which were previously commissioned from 3 different organisations. By commissioning them from one organisation, West Essex hope that the service will be more integrated. HUC also operate the GP service at Addenbrookes A&E, which should help integration of services for our patients.

HUC came into operation in April. There have been some teething issues – in particular, in staffing the evening and weekend clinics in Saffron Walden. However, we hope these will settle down.

Thaxted Surgery – Patient Participation Group

Minutes - 16 May 2019

Primary Care Networks.

NHS England have launched a new contract for GPs which requires them to work with other local surgeries in “Primary Care Networks” of 30,000 to 50,000 patients. [The network can employ and share allied healthcare professionals such as paramedics, pharmacists and 'social prescribers'.

Thaxted has teamed up with Gold Street and Crocus surgeries in Saffron Walden, and Newport surgery.

The PPG expressed concern about whether this would result in services moving away from Thaxted. The surgery shares this concern, but note that the surgeries we have chosen to team up with are equally clear that they want to keep services local, and not merge them together into a single location

Sharing our Cancer Statistics

The practice shared their recent cancer statistics. Key points were:

- The practice has a high incidence of cancer, probably related to an older than average patient demographic.
- Thaxted surgery has a low rate for 2 week wait referrals for suspected cancer compared to other local surgeries, but the highest “conversion rate” (proportion of 2 week wait referrals that result in cancer diagnosis), and the highest “hit rate” (proportion of new cancers picked up from 2 week wait referrals rather than at hospital admission). This indicates that our clinicians are doing very well at detecting cancers, which we think is a result of the importance the surgery places on:
 - Making sure we attract and retain a strong team of GPs
 - Being accessible and knowing our patients – it is much easier to pick up on changes when the clinicians know the patients.
- On a less positive note, Thaxted patients are not great at responding to bowel screening invites. The surgery will endeavour to promote the benefits and encourage patients to attend.

Staff Uniform

PPG agreed (with some exceptions!) that, when we open the new building, it would be good for reception and dispensary staff to wear name badges and uniforms.

Dates for next meeting

September 12 2019