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| | <p>they can be signposted and/or added to the appropriate clinician/clinic or administrator (additional training has been provided for staff). We went on to discuss the patients concerns and have reassured the patient we will be continuing to do further staff training and tweaking of the system to ensure we respond to all staff and patients comments and feedback.</p> <p>In addition to the above we also agreed to review how the PPG could improve and become more of an active organisation.</p> <p>Primary Care Network (PCN) What does this mean for our patients: a. NHS England has published two documents answering a number of questions to support the publication of the GP contracting documents and the development of primary care networks. Click on this link for frequently asked questions https://www.england.nhs.uk/wp-content/uploads/2019/04/pcn-faqs-000429.pdf b. What changes can patients expect to see? PCNs should cover the whole country. What are PCNs really for? Listen to this PCN briefcast https://pcc-cic.org.uk/article/pcn-briefcast-we%e2%80%99ve-got-our-bid-so-what-now to hear more about the process and the importance of keeping patients involved.</p> | |
| 04/12 | <p>Social Prescribing - Nicola Cloughley (Social Prescriber) NC was introduced and welcomed to the group. NC explained to the group exactly what social prescribing meant. A social prescribing link worker takes a holistic approach to patients' health and wellbeing, connecting people to community groups and working collaboratively with all local partners. Social Prescribing Link Workers will work as part of the Canterbury South and North Primary Care Network and help strengthen community and personal resilience and reduces health and wellbeing inequalities by addressing the wider determinants of health. This will also benefit people with long term conditions and provide support for those with mental health problems; people who are lonely or isolated or have complex social needs.</p> | NC |
| 05/12 | <p>Proxy Access VC informed the group of new functionality within Emis Web clinical system allowing proxy access for a parent, relative or carer to manage online services on behalf of another patient such as to book appointments, order repeat prescriptions and, where appropriate, view and share medical records.</p> | VC |
| 06/12 | <p>NHS App DS explained from a recent CCG communication that the NHS App has been launched to empower people to participate in their health and care using digital services that meet their needs, target prevention and offer a personalised experience. The NHS app will aim to deliver a single process for people and their nominated carers to simply, securely, consistently and conveniently access any approved digital health and social care service.</p> <ul style="list-style-type: none"> • Verifying the identity of an individual by obtaining evidence of identity • Ensuring patients are correctly matched to their NHS record • Providing online and offline routes to verify an individual's identity | DS |
| 07/12 | <p>New Telephone call back system for urgent on the day activity DS & KG updated the group with mainly positive feedback from staff and patients with regards to increased patient access via the telephone call back system. There was some robust discussion and some further action regarding staff training was agreed. We will continue to respond to staff and patient feedback providing additional training for staff and tweaking the system as necessary in line with comments received.</p> | DS/KG |
| 08/12 | <p>New Site(s) update Littlebourne Surgery – DS explained the HSCN line installation date had now been agreed with a move in date preliminary scheduled for 22nd July all being well.</p> <p>New Premises at K&C – KG confirmed works were about to start on the site with a view to the new build being ready for occupation approximately July 2020.</p> | DS/KG |
| 09/12 | <p>National Association for Patient Participation (NAPP) Issue Number 141 June 2019 Longer GP consultations</p> | DS |

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| | <p>The Royal College General Practitioners has proposed that GP consultations be lengthened from 10 to 15 minutes by 2030, with flexibility for longer consultations for those who need them. Recent research showed that at an average 9.2 minutes the UK offers some of the shortest GP consultations among economically-advanced nations. Another study found that the average GP consultation involved discussion of two and a half health problems. Currently, patients can request a 20 minute (double) consultation.</p> <p>Support for carers</p> <p>a. NHS England has published suggestions for improving how general practice can better identify and support carers. The new “framework” was developed in partnership with carers and general practices. Collectively, these provide a framework for improving how general practice can better identify and support carers of all ages.</p> <p>b. Carers Innovation Fund - A £5m carer’s innovation fund will invest in new projects to improve the wellbeing of unpaid carers of all ages.</p> <p>GPs urged to use resources to identify veterans’</p> <p>NHS chiefs have urged family doctors to enlist in a scheme improving care for thousands of armed forces veterans and their families. GP practices have been sent resources to help them identify veterans and ensure that they can access mental and physical health care tailored to their needs. Those who join the scheme can become accredited as part of a growing network of “veteran-friendly” GP practices.</p> <p>Type 2 Diabetes: new online support</p> <p>NHS advice will be offered online to people with type 2 diabetes to help them manage their condition via a first of its kind service. Eleven sites will now pilot the new service later this year, with a national roll out from 2020.</p> <p>New online exercise resources for those with osteoporosis</p> <p>The Royal Osteoporosis Society has launched a new set of online exercise videos and guides. The guide includes information on how exercise helps with osteoporosis and bone health, answers common questions, and provides exercises to promote bone and muscle strength. This follows last year’s publication of Strong, Steady and Straight: an expert consensus statement on physical activity and exercise for osteoporosis designed for GPs advising patients on correct exercises and movements.</p> <p>NAPP bulletins can be found at https://www.napp.org.uk/ebulletins.html</p> | |
| 10/12 | <p>Any other business</p> <p>Nil to note</p> | |
| 11/12 | <p style="text-align: center;">Date and time of next meeting:</p> <p style="text-align: center;">Wednesday 20th November 2019: 6.30pm at Bridge Health Centre</p> | All |

LIST OF ACTIONS:

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| Action 1 | Nil to note | |
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