



The James Cochrane Practice

Patient Group Meeting
Saturday 21st November 2022

Minutes

1. Welcome and Introductions

- VT thanked everyone for their time, attendees introduced themselves.
 - Victoria Taylor (VT) – Patient Services Manager (JCP)
 - Emma Turner (ET) – Operations Manager (JCP)
 - Dr Ed Clarke (EC) – GP Partner (JCP), Clinical Director for Kendal Primary Care Network (3 Kendal GP Practices)
 - Louise Rawley (LR) – Assistant Office Manager (JCP)
 - Members of the JCP Patient Group (PG member) x 10

2. Update from previous minutes

• Enhanced Access Update

- Appointments (mixture of telephone and face to face) offered across Kendal from 8am-8pm, Mon – Fri and until 5pm on a Saturday.
- JCP offering routine appointments until 8pm Mon and Weds, and Sat mornings.
- Patients will be directed into these appointments in the normal way, by contacting the practice.
- Depending on type of appointment (not just GP appointments) and availability, patients may be offered appointments at Captain French Surgery and Station House Surgery, although we will try to make sure that each practice consults with their own patients.
- Emergency care outside normal hours continues to be provided by CHOC.
- Telephone lines open as normal, 8.00am - 6.30pm Mon – Fri. Contact 111 outside these hours.

Appointments - other

- EC confirmed practice has no plans to offer early morning appointments at this stage, but aware that other practices do. Group discussed complexities of appointments system.
- 3 or 4 out of the 10 PG members present shared that early morning telephone appointments would be a benefit to them. PG members agreed that these may be beneficial to working people and carers.

• Patient Engagement

- JCP launched Menopause Café on Monday 21st November at The Bakery at No.4 in Kendal (peer support, share information and experience. Dr Munro present at the start, other people from community with an interest in menopause also available for attendees to talk to.
 - Light touch promotion through social media, other menopause networks, social prescribers, attendance at Kendal Leisure Centre fun day, other Kendal GP practices; first time and been very well received.
 - Next café - Monday January 30th 2023, 10.30am – 12.00pm, The Bakery at No.4.
 - Hope community take hold of it, and it will take on a life of its own.
- Starting to think about what other areas of the community the practice can engage with.

3. Patient Feedback – I Want Great Care

• Feedback reports

- Patient feedback reports were shared ahead of the meeting
- VT reflected the practice are very pleased with the feedback, very positive on the whole. Quick wins have been identified - small changes we can make to improve patient experience.
- Quantity of feedback is increasing each month. Quantity now greater than was received through the GP Patient Survey.
- Complaints have reduced – IWGC provides patients with another forum to give their feedback
- Themes are practice priorities, discussion around 2 main themes (acknowledged also shown in GP national survey):
 - **Patients reporting difficulty getting an appointment**
 - Practice are considering what they can do, reviewing appointments system
 - Room availability and operating across 2 sites could be a factor



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- Discussion around long wait to see registered GP. EC named all GPs that work for the practice and explained that all work across both sites, and none work 5 full clinical days consulting with patients
 - **Patients reporting a long wait on the telephone**
 - Have opened up online service at 8.00am (previously 9.00am) in the hope of alleviating some of the pressure on the phones at 8.00am.
 - Practice acknowledge that a long wait to get through on the telephone is not a positive experience for patient or Care Navigator.
 - Queue position is communicated to patients whilst they are waiting, to help manage patient expectation and so patients can decide whether to continue waiting.
 - Group reflected that promotion of paper feedback forms in practice (waiting areas) could be more prominent – VT will review
 - Could Care Navigators promote feedback forms more proactively? VT will feed back.
- **Other**
 - PG member discussed GP National Survey - headlines were misleading when you look at the data.
 - EC shared that ARRS (Additional Roles Reimbursement Scheme) roles e.g. First Contact Physio, Social Prescriber, Paramedic, Physicians Associate; can be much more suitable for some problems than GPs.
 - Discussed population growth and housing developments in the town
 - EC confirmed Practice not able to close list to new patients
 - EC described how the PCN are considering how the Community Infrastructure Levy (CIL) fund (available for infrastructure), can support General Practices in Kendal
 - PG member asked if practice receives a payment for newly registered patients. EC clarified that the practice does, but that payment wouldn't allow the practice to expand the service to the level that would be required

4. Continuity of Care

- **Question from PG member – Is continuity with a patients GP an important factor at this Practice?**
(PG member shared supporting document)
 - Discussion around continuity of care
 - PG members shared experiences
 - PG members reflected that importance of continuity often depends on patient and situation
 - EC reflected that continuity is rewarding from the GP point of view, and can be very helpful, especially with complex patients
 - LR shared that Care Navigators will always try to book follow up appointments with the same clinician, or the clinician that has requested a test. Sometimes there can be a long wait to see that clinician, patients can't always wait so book sooner with a different clinician.
 - Discussion around registered GP:
 - EC highlighted that practice don't insist that patients see their registered GP
 - Registered GP is in place for administration purposes
 - Hospital letters are processed by admin team, any actions are highlighted to registered GP
 - Results from regular tests (monitoring) go to registered GP
 - Results from other tests go to the clinician that requested the test

Other

- PG member asked about health screening , EC confirmed that NHS Health Checks have been available for approx. 10 years and are offered every 5 years to patients aged 40-75. No routine health check for patients over 75 years.

5. Next meeting

- February 2023; 9.15am – 10.30am; Helme Chase Upstairs Waiting Room.
Please send any items for the agenda to VT at lscicb-mb.surgeryinfo.jcp@nhs.net