

**Mawbey Group Practice
PPG Newsletter
June 2019**

Welcome to most recent newsletter. I realise there have been a number of changes recently and hope the contents of the newsletter will keep you updated and informed.

We had a very successful relaunch of the PPG with a first meeting last week.

We have, as you know, always gathered patient views and input using a variety of form but holding meetings has been somewhat of a challenge.

After a letter invitation sent to 50 patients we have 10 people who have agreed to be actively involved and hope this number will grow as the group develops.

The immediate focus was on the upcoming changes planned for general practice and the introduction of e-consulting which the practice must provide from July 2019. I have attached a Q&A sheet which I hope will explain and answer some of your questions.

The background to this is the new focus and way general practice will be run.

From 2019 the NHS will be changing Primary Care Networks (PCN) serving populations of 30-50k based on clusters of local practices and community teams will be set up

- All patients will have the right to online and video consultation by April 21
- Digital-first primary care will become a new option for every patient by 2023/24 - usually from their own practice or, if they prefer, from one of the new digital GP providers
- All patients will have online access to their full record, including the ability to add their own information, as the default position from April 2020. Why

not sign up now ask reception to help you

- Services may be delivered by clusters of practices with different services based at different locations- what do you think of this?

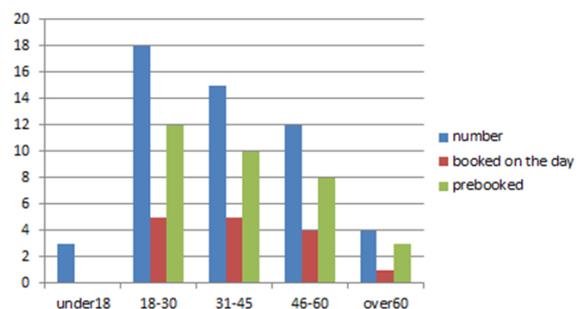
In addition to discussing this at the PPG we have recently undertaken a survey on online and video consulting. The feedback was fairly evenly split between being supportive of this and not wishing to use these services.

The main challenge for the practice is to provide another service in addition to the current on the day access telephone consulting, e-mail access and face to face consultations.

In order to make space we need to review our current services. You may find it of interest to see the current pattern of people who make appointments and then do not come.

DNA (did not attend). An average of 50 appointments a week is lost.

DNA by age



We currently send a warning letter to those who repeatedly miss appointments and would welcome your views on what action we should take as obviously this behaviour reduces the availability of appointments.

Telephone consultations

We also reviewed our telephone call back service and plan to make some changes so specific GPs are available at specific times to allow their patients to contact them.

We are aware there are still problems with the phone system and the volume of calls at 8am and we are looking at ways of improving this if you have any comments or suggestions please let me know.

You can e-mail me c.gray@nhs.net or Paula paula.cardoso@nhs.net or leave a message at reception.

Other news

Dr Ball is on maternity leave but all of her sessions are being covered by Dr North who many of you already know.

We have 2 new reception staff who joined this week Ivan and Timothy

Arriving on Time

Ps Please help us to run smoothly by arriving in plenty of time for your appointment.

The appointment length in the morning is 10 minutes. If you are late we may not be able to fit you in or may have to slot you in later causing you a long wait. We understand it is frustrating when the doctors or nurses run late and we apologise when this happens.

As always we welcome your views and thoughts please leave any message for me as above or Paula (paula.cardoso@nhs.net) If you would like to be able to give your views to us on a regular basis and help plan services for the practice we would welcome new members of our Patient Participation Group

Please contact Paula she is at the surgery every day