

PATIENT PARTICIPATION GROUP MEETING

Date: Tuesday 19th Feb 2019

Pathfinder House – Civic Suite

Present: Alan Ball (Octagon Managing Partner) Dr Simon Brown (Octagon Partner, Board Member and Chair of the Clinical Model Committee) Dr Duncan Blake (Partner Priory Fields) Mrs Tracey Phillips (Practice Manager Priory Fields)

26 Patients representing Priory Fields

Apologies: Sandie Smith (HealthWatch)

- TF opened the meeting by introducing the panel and explained the format of the meeting.
- AB gave an overview of Octagon, its vision and its values, the plans for its future and the number of Practices currently merged and those looking to merge who have applications in with NHSE
- DB explained the rationale for Priory Fields to merge with Octagon, the growing pressure on the Practice, the difficulty in recruiting staff, and the pressure on the Partners for all of the financial and administrative burdens put upon them. DB and the Partners believe that the culture and values are aligned with Priory fields and that they are excited about the future.
- SB explained about the clinical model which Octagon was embarking upon, the investment in technology and the support for Patients to ensure more appointments were available and that the desired interaction with the Patient could be achieved.
- Questions were taken from the floor and answered by the Panel
 - Questions were raised about mode of appointments and it was assured that this would not change
 - Questions were asked about the GP's and would they move to other Practices and it was explained that this was not the desire or intention
 - Getting appointments was raised and the panel explained the investment being made in E-Consultation, Video appointments and telephone systems to ensure Patients had a choice of engagement. This was welcomed by all of the Patients present across all age groups and gender.
 - Patients had heard of Octagon offering appointments for clinics and minor surgeries, and asked if these would be available to them, it was confirmed that once clinically merged, all Patients in Octagon could benefit equally from the services offered.
 - It was noted by several Patients that they had seen a marked difference in the positive outlook from the Partners since they were aware of the merger, the Practice appears excited about the prospect.
 - Questions were asked about cost savings by buying better on drugs etc and it was confirmed that Octagon had arranged buying deals that would improve spend and allow more money to be invested in services, this was welcomed.
 - Patients had looked on the website and had feedback from friends in Peterborough and the feeling was positive especially as the Practice had previously failed to merge with other Practices in the town.
 - The meeting concluded on time at 7:30pm