

Patient Participation Group Meeting – 26th May 2021

In Attendance: Jacquie O'Connor Practice Manager, Dr Chris Allen GP Partner, Nikki Hunter, Andrew Elliott, Tariq Khalil, Leonard Zea, Mohammed Elsebaee, Shuaxun Wang

Welcome and Introduction

JOC welcomed the attendees to this virtual PPG meeting via Eventbrite.

Background of the Practice

The practice is predominately a student NHS practice with a list size of approximately 17,000 patients. We have a small catchment area for local residents and we offer all GMS services. The practice has 3 partners (Dr Sarah Freedman, Dr Mark Daniels and Dr Chris Allen) in addition we have 3 salaried GP's Dr Emily Thompson, Dr Claire Merrifield and Dr Shikha Sashittal. We have a full time practice nurse Charlotte Hynes and a part time PN Fran Alsop, they are supported by Neveen Rezk and Sanja Zgonjanin our HCA's.

We have an extensive mental health team consisting of, CBT, Psychodynamic, therapists a life coach counsellor and a psychiatrist. The practice runs regular virtual workshops for IC students on social anxiety, resilience, performance and find a voice. The administration team includes a Business Manager, Practice Manager, Reception Supervisor, IT Administrator, Referrals Administrator and 5 whole time equivalent full time receptionists / administrators

We are part of 8 practices working together within our Primary Care Network (PCN) called Regents Health and Dr Chris Allen and our Business Manager Richard Powell attend the monthly meetings.

What is our PPG

We first established our PPG in May 2005, we met 3 times a year and the group was made up of representatives from the HC partners, managers, IC / RCM welfare and local residence and this cross section of our patients represent our patient's interests. There were some changes to the PPG in November 2019 and RH PCN introduced a PCN wide PPG chaired by the clinical director Dr Rishi Chopra. Due to the pandemic it was agreed that RH practices would revert back to managing their own PPG meetings. We hope that our PPG meetings we can disseminate information about the practice and the services we provide and to work with our patients on providing the best care and services to all our patients.

Changes to the Practice – Covid Pandemic

The practice has adapted and made changes during the course of the pandemic ensuring we met all government and NHS SOP guidelines.

Some of the changes we introduced were:

- Remote consultations – via telephone and or video calls
- On-line registrations
- All prescriptions sent EPS

- E-consults – allowing patients to e-consult and receive a written response by the next working day.
- We have always had appointment availability for patients that needed to be examined by a doctor following a virtual appointment.
- All staff were fully trained in using PPE
- New infection control measures were put in place including additional cleaning in all areas
- All staff were invited for their Covid vaccinations when they became available for NHS staff
- All staff are expected to lateral flow test twice a week.
- Introduced working from home for the team
- All staff were risk assessed
- Introduced MS Teams for all our clinical meetings
- All patients were temperature checked on arrival and given appropriate PPE to wear

We also introduced during March / April 2020 the following:

- We contacted via the telephone all our over 75-year-old patients weekly to do a welfare check.
- Review all patients that were due or overdue for shingles, pneumococcal and invited them for a vaccine.
- Reviewed all patients with carers to ensure we had up to date information
- Linked all vulnerable patients to households and ensuring we had up to date contact details.

Patient Survey – November 2020

Annually we send a survey to patients asking for their feedback all areas of the services we provide. We discussed the following responses we received from over 400 patients.

Access

How easy is it to get through to someone at ICHC via the telephone

- Most patients thought it was very/ fairly easy to get through.

We have plans for later this year to introduce a new semi-automated telephone system, that we hope will also improve the patient experiences

On-line Services

- Most patients were aware of booking appointments, ordering repeat medications and accessing their records via on-line services.
- Over 200 patients had booked via on-line services and just under a hundred patients had ordered their medications via this service.

Reception Team

- Over 200 replies from the survey said they found the reception team helpful and 150 patients said the team were fairly helpful.

All the reception team have recently attended a organised by the LMC – Effective call handing for receptionists .

Doctors

Over 300 patients that responded has spoken to a doctor in the past 3 months they were satisfied with the time given, that they were listened to, the tests and treatments were explained and they had been involved with decisions on their care. They also felt confident and trust in the doctor that they spoke to.

Nurses

Over 200 patients had visited or had spoken to a nurse in the past 3 months, felt satisfied with the service they had received and felt they had been given enough time in their consultations, they had been listened to, the tests and examinations had been explained and they had been involved in the decisions of their care, the patients had also felt they had been treated with care and concern. The majority felt they had confidence and trust in the nurse they saw.

Appointments

Most patients did not have any concerns on the length of time they had to wait to speak to a doctor. The majority of consultations were telephone led and on average for non-urgent there was a delay of a week. Most patients felt this was convenient or fairly convenient. However, we introduced the following services for patients to ensure they were being booked appropriate appointments.

- We have introduced an electronic triage system for the duty clinics
- The reception team can signpost to First Contact Physio for MSK referrals and all the team have received training
- The reception team can refer to the Community Pharmacists for on-day consultations for patients suffering for minor illnesses.

Cleanliness

Overall the patients felt the standard of cleanliness was very good.

- Additional cleaning has been introduced throughout the practice
- The cleaning team cleaning products have been changed in line with NHSE current guideline
- Monthly infection control audits are undertaken by the Practice Nurse

Opening Hours

Currently the practice is open from 7.30am – 6.30pm – Monday to Friday with extended hours one day a week 6.30pm – 8.00pm (remote bookings only). Patients were very satisfied with these opening times and felt they were convenient. Responses also indicated that patients would like weekend and after 6.30pm appointments.

Overall

Overall patients described their experiences as very good / fairly good.

Patients Comments

All the patients comment and suggestions from the survey were read and discussed with the relevant teams.

We had a general discussion regarding the patient comments and agreed that we would do another survey later this year before the next PPG meeting.

Missed Appointments

We discussed some issues regarding patients not attending for their appointments and how this can contribute to longer waiting times. Currently all patients that arrive too late for their appointment or when the clinicians telephone and the patient does not pick up, the patient will be sent a text message advising them that they missed an appointment.

If a patient misses another appointment they are emailed a message advising them of the number of missed appointments.

If they miss 3+ appointments within a 2-year period, they may be asked to register with another GP practice.

All patients are given the right to let us know if we have made an error and we will amend our records.

General Questions from the attendees

- Do we always need to have our temperatures checked when arriving for appointments?

Currently we ask all patients to wear a mask (if not exempt) and we temperature check all patients, this may change in the future but at present we are keen to carry on checking.

- The receptionists are taking calls at the front desk – could this change

The receptionist managing the front desk should not take calls, JOC will speak to the reception supervisor.

