

Patient Participation Group (PPG)

Practice websites



Welcome



DR SHEILA NEOGI, BBS BSc MRCGP (1994)

Healthcare Central London Board Member

Chair, South Westminster PCN and Senior GP Partner, Pimlico Health @ The Marven

A GP in Pimlico for 23 years, Sheila realised early on that she needed to get involved in system change in order to deliver the best care for her patients. She helped to create the prescribing incentive schemes, was a founding member of the Clinical Commissioning Group (CCG) governing body and helped with the formation of the South Westminster Primary Care Home.

More recently, she was a board member of the Westminster Federation, worked with the Primary Care board to develop and embed localised services for local Westminster patients, and was involved with the COVID-19 vaccination programme. She joined the HCL board in 2021.

Sheila enjoys mentoring younger doctors who wish to become GPs and hopes to continue helping patients in central London to focus on their physical and mental wellbeing.



Agenda

- 17:30 Welcome and housekeeping
Dr Sheila Neogi (Chair), HCL Board
- 17:45 Feedback from the previous meeting 'You Said, We Did'
Aaron Hamilton, HCL Senior Project Manager
- 18:00 GP Practice Websites
Hannah Wrathall, HCL Communications Lead
- 18:30 Communicating the role of HCL
Dr Sheila Neogi (Chair), HCL Board
- 19:00 Close



Housekeeping

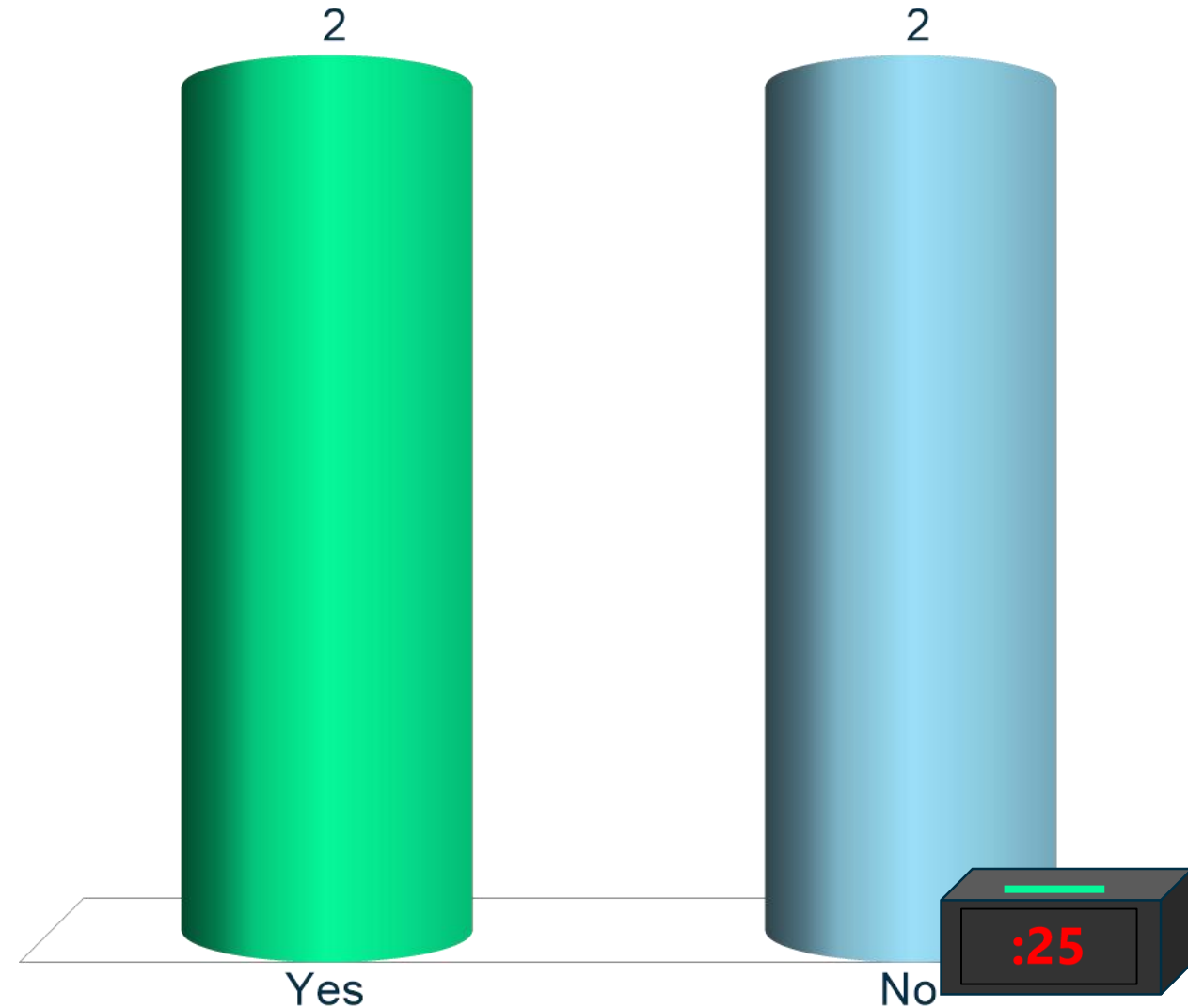
Code of Conduct

- 1) *The PPG meeting is not a forum for individual complaints and personal issues.*
- 2) *All views are valid and will be listened to.*
- 3) *Respect the practice and patient confidentiality at all times.*
- 4) *Open and honest communications apply to all.*
- 5) *Discrimination on any grounds will not be tolerated.*
- 6) *Silence indicates agreement- speak up if you would like your suggestions to be a part of the discussion.*
- 7) *Be flexible, listen, ask for help and support each other.*
- 8) *Demonstrate a commitment to delivering results as a group.*
- 9) *Start and finish meetings on time and stick to the agenda.*
- 10) *No phone or other disruptions.*

Did you attend the 23rd January Pan-Westminster PPG Event?

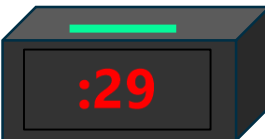
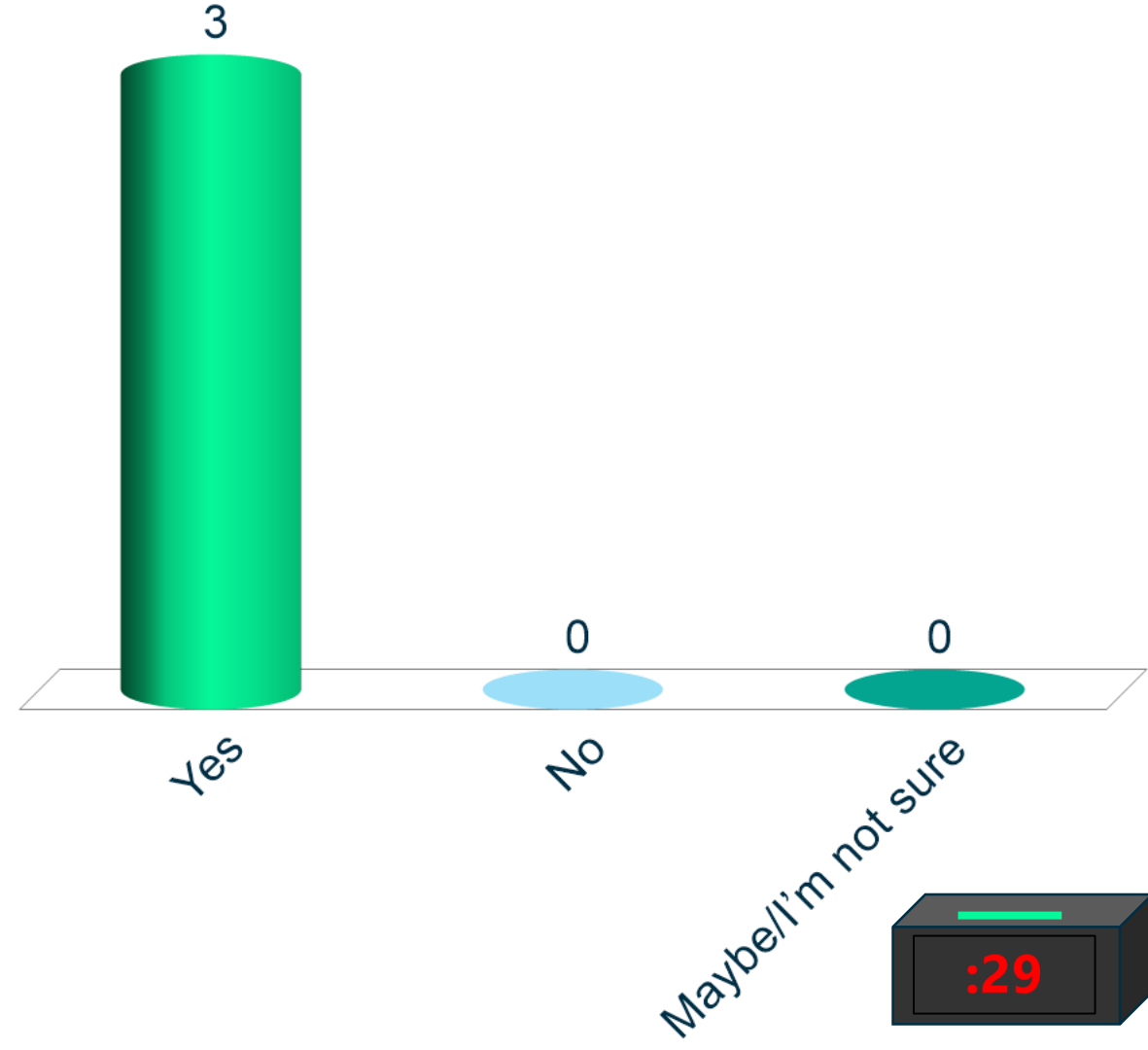
a. Yes

b. No



Have you seen the feedback (minutes and Graphic Harvest) from the 23rd January event?

- a. Yes
- b. No
- c. Maybe/I'm not sure



SECTION 1 - Recap

You said, we did



You Said, We Did!

You would like to be able to access your Practice Team if you wanted them to handle your request

* Patients will be given choice as to whether they receive care from the central team or their Practice team

Patients with sensitive and complex care needs should be dealt with by their practice

* We are working with system partners to explore ways that patients with the above needs can be flagged so that they are not redirected to the central hub, unless they request this from their Practice team

You know your Practice team and trust them to deal with your care through the relationship built with them over time

* We will align the central team to set Practices, meaning that they become familiar with the bespoke way of working at the Practice and can offer an equivalent service where possible

* We will work with Practices to ensure that information about the extended Primary care team and their roles is available to their patients

You want assurance that your data will be handled sensitively

* Patients' medical records are accessed for care delivery only in the same way that this is managed at Practice level. The centralised team have all received training in data security and are aware of how confidentiality is imperative to our patients. Depending on the request made, the Care Coordinator handling your call may need to access your medical record, but this would be purely to ensure that you get the appropriate response to your request.

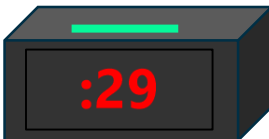
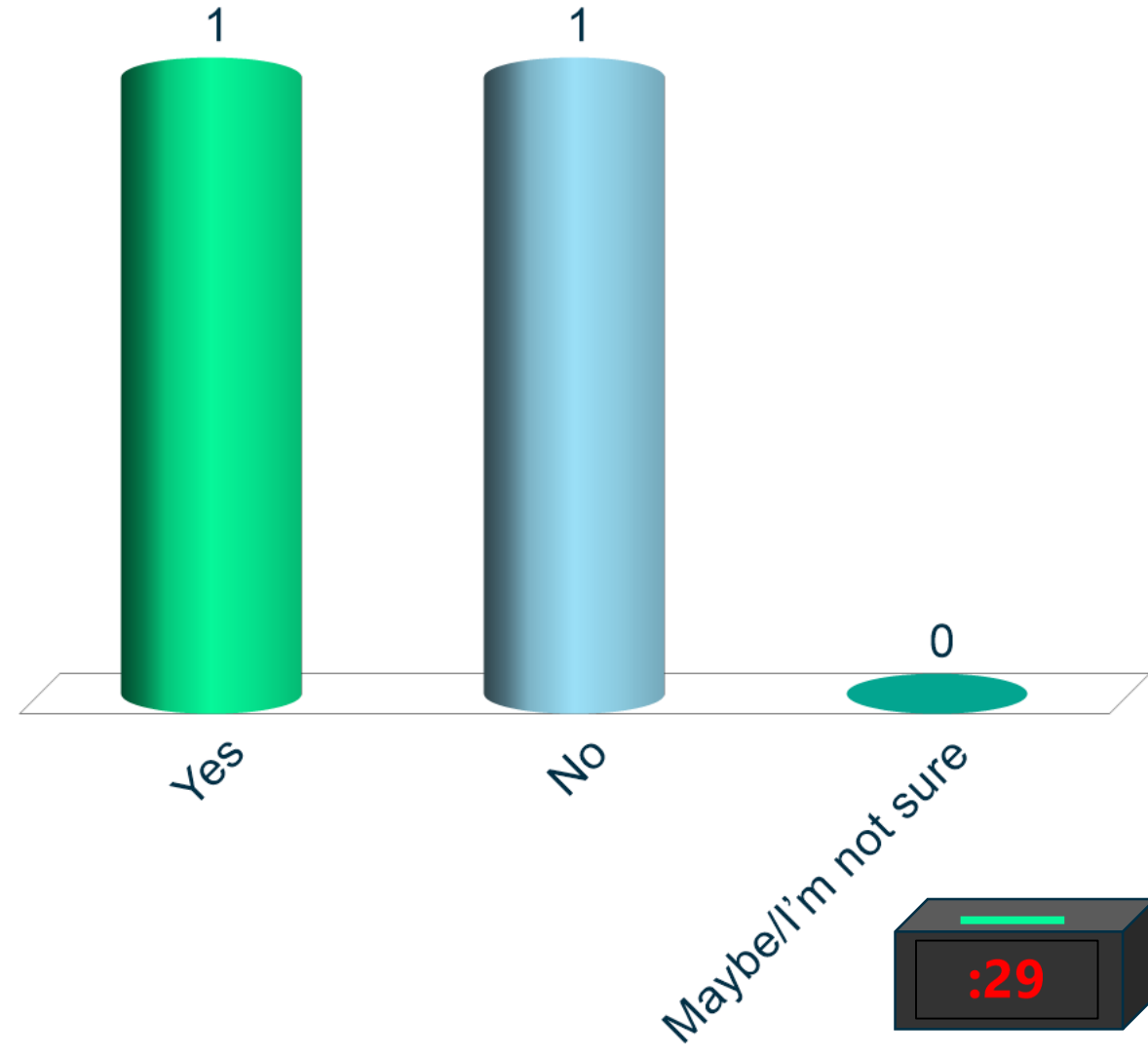
* Access to medical records is auditable allowing data controllers to see when a record has been accessed, who by and the duration. Should there be any concerns fed back, we will investigate and respond within the agreed timeframe.

You want assurances that the system is clinically safe

The centralised telephone support will be supervised by the GP Senior Clinical Decision Maker (local GP) who will be located with the central Care Coordinators to supervise and support their work. Overall senior clinical responsibility sits with the service GP Clinical Lead with robust protocols for ensuring safety and reviewing all incidents, complaints that may occur.

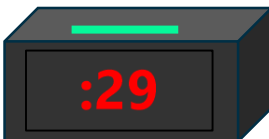
Are you happy with the progress made on listening to patient feedback on telephone access

- a. Yes
- b. No
- c. Maybe/I'm not sure



Is there anything 'telephone access' related that we have not fed back on yet

- a. Yes
- b. No
- c. Maybe/I'm not sure



SECTION 2 – Practice websites

Patient testing





Workshop – patient testing

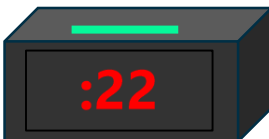
Reviewing our live websites

1. <https://coventgardenmedicalcentre.nhs.uk/>
2. <https://stjohnswood.nhs.uk/>
3. <https://lissongrovehealthcentre.co.uk/>
4. <https://belgravia-surgery-sw1.nhs.uk/>

Task 1 - Use the website to find out how to book a routine appointment

How did you find using the website to book the appointment?

- a. Easy
- b. Average
- c. Difficult
- d. I wasn't able to do it at all





Workshop – patient testing

Reviewing our live websites

Task 1 - Use the website to find out how to book a routine appointment

Task 2 – Locate how to find out test results



Workshop – patient testing

Reviewing our live websites

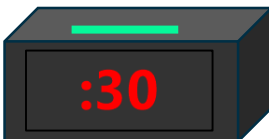
Task 1 - Use the website to find out how to book a routine appointment

Task 2 – Locate how to find out test results

Task 3 - Find which GPs work at the practice

How did you find locating the Practice team?

- a. Easy
- b. Average
- c. Difficult
- d. I wasn't able to do it at all





Workshop – patient testing

Reviewing our live websites

Task 1 - Use the website to find out how to book a routine appointment

Task 2 – Locate how to find out test results

Task 3 - Find which GPs work at the practice

Task 4 – Navigate through the rest of the website

SECTION 3 – Practice websites

Communicating HCL's role to patients

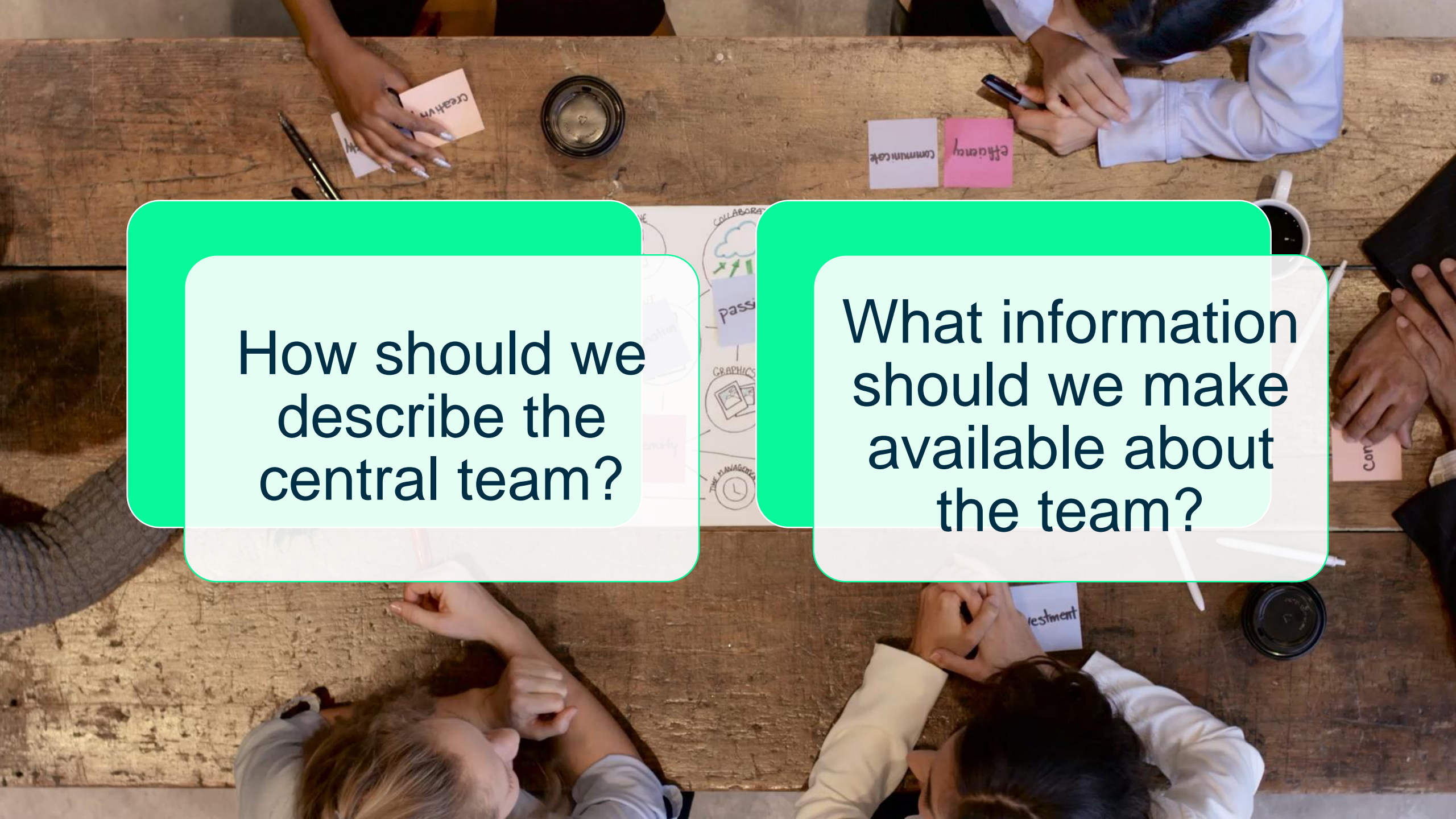


The features of the team:

- Funded by the Primary Care Networks (PCN)
- Most by the Alternative Roles Reimbursement Scheme (ARRS), these include; Care Coordinators, Care Navigators, Clinical - -
- Pharmacists, First Contact Physiotherapists, Pharmacy Technicians, Occupational Therapists, Paramedics, Podiatrists, Dieticians, Advanced Practitioners, Mental Health Practitioners, Digital Transformation Leads, Physicians Associates, GP Assistants,
- Some funded through new service development funding
- HCL recruits and deploys ARRS staff on behalf of PCNs and Practices
- Complete all checks and training as Practice based staff
- Shadow Practice staff to support upskilling and familiarization
- Conduct work on behalf of Practices, mostly back-office functions that can be done from a central location

The language we use:

- Your extended Primary Care Team
- Centralised team
- Centrally delivered
- Working on behalf of your Practice
- Remote Primary Care Team
- Federation e.g., Federation Nurse
- GP Collective e.g., GP Collective Nurse
- GP Collaboration e.g., GP Collaboration Nurse



How should we describe the central team?

What information should we make available about the team?

Thank you

We appreciate you taking the time to join us this evening!

