

PPG MEETING MINUTES

28 Aug 19

Chair Sangeeta Kathuria (PM)

Attending: Dr Jane Livingston (GP)

Dr Andrew Dharman (GP)

Camilla Newbegin

John Newbegin

Nadia Butti

Victoria Hamerton

David Reid

Abigail Pearlman

Virginia Godfrey

Ralph Pettit

Saroj Sethi

Edith Rambure-Lambert

Agenda:

- **Changes in the Email System**
- **Removal of APP and update the website**
- **48 Hours appts success**
- **PCN**
- **FLU clinics**

Sangeeta opened the meeting by thanking everyone for attending and also commenting positively on the turnout of new patients who have joined. This is a good sign for the group and its future success.

CHANGE IN EMAILS SYSTEM

SK explained how there has been a change in the email system by way of patients sending emails to the admin staff at the surgery. Over the past few months, the admin staff has seen a surge in emails from patients, a lot of which are very clinically detailed and include photos opportunistically for diagnosis and ping pong style conversations between staff and the patients. The whole email system had become quite overwhelming and the admin staff were spending the majority of their time dealing with email conversations. As a result of this and discussions in a practice meeting, it was decided to only limit the emails to prescription requests and ad hoc emails relating to on-going clinical consultations where the GP has requested a patient to send in a photo. This is so that the receptionists can focus on the phone calls and other work that needs to be managed. This is also keeping in mind the safety aspect of the emails from a clinical point of view.

VH suggested that the surgery can use the online messaging from system one online so that patients can send in a message to the surgery. Dr Dharman is weary of this as this almost becomes akin to emails but SK said that she will look at switching this on and look at the rules as to who will look at these.

REMOVAL OF APP AND DEVELOPMENT OF WEBSITE

SK explained that due to the increased costs of licencing fees and costs from the Apple iTunes store and Google store, the surgery have had to close down the APP. SK explained that there is another APP that patients can use which is very much focussed to North West London, the 'NHS health help now' APP which patients can download.

SK also explained that the surgery has recently revamped the website which is a lot more streamlined, easier to navigate and can hold the same information that was on the surgery APP. SK is going to be working on the website in the coming months to add more patient friendly information and links on it. SK requested the members to send her an email or write in with any recommendations of anything they would like to see on the website for patient support.

48 HOURS APPOINTMENTS SUCCESS

SK explained that it has been a month since the surgery has implemented the new 48 hour access appointments (which was discussed in the previous meeting), and this is proving to be a success for the patients. There is that added option to be seen in the week for an appointment that is non-urgent which the patients are responding to positively.

The receptionists are also finding this as an extra support in being able to offer more appointments to the patients.

We will continue to review this, but we feel that this has been a positive change for the surgery.

As a reminder the 48 hours slots cannot be booked via the online system. However patients also do not need to be triaged to book into these slots.

PCN

Dr Dharman talked about the setup of the new Primary Care Networks which are known as the PCNs in General Practice and the way forward with the new contract via NHS England.

PCNs are a network of local surgeries that join together to help offer a better level of support and care jointly for the patients. Our network is the Central Ealing PCN and we have about 50000 patients in the network.

The idea behind this is so that surgeries can work in collaboration in a more contractual manner and patients can be seen in the community care chosen for by the PCN members. It's also a way to share knowledge and resources. The PCN has only recently been set up from Jul 19 and there are many meetings that are being held to discuss moving forward with them, with both the GP partners have been attending to date.

One of the initiatives or plans of the PCN is the extended out of hours access which we have taken part in. We have started to open at 7am, out of core hours (8.00 – 18.30) to offer GP appointments with both a male and female GP to our patients. This is working very well and is particularly popular with

working commuters. These appointments can also be booked from system one online.

With regard to out of hours provisions, Ealing also has 3 hub clinics which offer appointments on weekends from 8 – 8 and Monday to Friday from 18.30 – 20.00 with both nurses and GPs. They also are open on Bank Holidays and our receptionists are well versed and trained to book and offer patients appointments in these hubs.

We will update the members more about the PCN as it progresses, as it's very much in its early stages at present.

FLU CLINICS

SK talked about the delay in the UNDER 65 year's flu vaccine this year in that there has been a delay with the supplier. However the vaccine for patients over 65 years will be coming in mid-September and the surgery is looking for ideas from members on how we can hold clinics, which can encourage patients to come in and get the flu vaccine.

Many members offered ideas such as the below:

- Walk in clinics
- Coffee mornings with the clinics
- Social aspect related walk in clinic with access to the back garden

SK and the partners will be discussing the various options and see when to set up the clinics.

AOB

TERRYS PHARMACY

JN brought to attention his and his wife's problems with their prescriptions with Terry's pharmacy including mix ups, delayed scripts and medications, wrong medications etc.

SK explained that patients do have a choice to change their nominated chemists by going to another chemist of their choice and changing over. RP also stated that he did this and is now with Lewis Pharmacy. VH also explained that the surgery cannot really do much about how the pharmacy operates and it's the prerogative of the patient to change if they are not happy.

However SK and the partners thanks JN to bring this to their attention and will feed this back to Terry's pharmacy.

Dr Dharman also explained that in case of emergency the chemist can give a 7 days supply of the repeat medication if a patient has run out of them.

APPOINTMENT REMINDER MESSAGES

VG brought to attention the text reminder messages which are automatically sent when appointments are due, and queried if this is still active, as her daughter didn't appear to be receiving them. SK assured her that this is active and there are no issues in the surgery. We have not stopped sending texts. VH reiterated that the only reason the texts may not send out is due to any network issues outside the scope of the surgery or shutdown of the system. SK told the VG that she would test this after the meeting to see it works.

**THE NEXT MEETING WILL BE IN NOVEMBER – DATE TO BE CONFIRMED IN
DUE COURSE.**