

PPG Meeting minutes – 4 Jan 19

Attendees:

Robert Gurd
Ann Smith
Jean Rowe
Roisin Holden
Maira Black
Jill Morris
Owen Grainger

Apologies: Emma Hayter
David Jenkins
Alison Watson

Sangeeta Kathuria (Manager and Chair of meeting) (SK)

POINTS DISCUSSED

BIKE STANDS

SK explained to the members that as we have had no result from the council or support in getting the bike stands, the surgery is going to do these themselves. SK is hoping to get these in place by the end of the month and they will be placed on the front left side of the surgery where the rose buses are. We are hoping to place two steel bike stands there for up to 4 bikes to use at a time.

YOU TUBE VIDEOS

SK discussed the new video links she has put up on a channel that is for the surgery on YouTube.

This has all the material from the waiting room TV which patients can go back and see once they leave the surgery. There are also some helpful NHS related links that can be seen by patients e.g. child choking and what to do. Patients can subscribe to the channel and follow it.

The members discussed that all patients ought to know about this and a text should be sent to everyone, advising them of this channel.

SK also asked the members to advise her if they find something helpful to send the link by email, and she will add this to the channel.

This is the link to the channel -

<https://www.youtube.com/channel/UCX1jxdpgGZpjEga33nXnTew/featured>

ACTION - SK will send the link to the channel to patients via text

HEALTH APP EALING

SK discussed a new app that has been set up by North West London which can be downloaded by patients to obtain information about the health facilities in Ealing. There are business cards in the surgery for patients to take which outlines the details. The members again, suggested to send this information to the patients.

This is the link to the website for further information

<https://apps.beta.nhs.uk/health-help-now/>

ACTION – SK will circulate this by text to the patients with a link.

RESPONSE TO PATIENT QUERIES

It has come to SKs attention through feedback from patients including Mr OG from the PPG that there is not a robust enough system in place for responses back to patients when they email or send a query via system one online.

SK has suggested that the reception team will have a standard message to send to patients who send a prescription request with queries to inform the patient that their queries have been read and will be looked into.

For standard emails e.g. standard prescription requests, there is already an automatic response in place that patients receive. However at times patients have a query related to their prescription. This needs to be acknowledged and SK will set this up with the reception team to ensure a response is sent back to the patient.

For patients using the online system one message facilities, this is a little more challenging as there is no two way conversation system in place. However we can still acknowledge the receipt of a query sent via system one online, by emailing the patient or even texting them to inform them we have received their query.

ACTION – SK to look into setting this up this month.

NEW HCA

SK explained that in view of last year's discussions and the concerns with lack of appointments with the nurse, the surgery has hired a Health Care Assistant. She has already started working and will be in house on Wednesdays for 4 hours in the morning.

She is able to cover all what a nurse does except immunisations and smears. This means we have now got that extra cover and offer of appointments for our patients.

SKYPE

SK explained how the surgery has not had anyone use the Skype method for consultations in the surgery. The members think that this might be due to the fact that it's only being used for emergency appt slots and perhaps, if we change it to an advance booked appt slot, it can be booked up in advance. A lot of times, patients who want an emergency would prefer to come in whereas a Skype or video consult may be easier for someone who can book in advance and prep for it. It is also more useful for someone for example who has something to show the GP e.g. a mark on their skin.

ACTION – SK will be changing the Skype slots to advance booked slots for Dr Mendes da Costa and hope that this may invite more people to use it.

SYSTEM ONE ONLINE REGISTRATION

SK explained how all surgeries in Ealing have been asked to bring up their targets of patients using the online system. At least 40% of the registered patient population needs to be actively logging in to system one over 2019 / 2020.

The surgery is working toward this and we have just over 20% of patients who are registered and are using the system.

SK talked about having put a short video on the TV and app to show how the various elements of system one online work and offering to train patients who may not be sure how to use it.

For all new patients who register we automatically ask them to register or give them a registration form to go online.

The online system allows patients to access their read coded records, blood test results (but not letters or other test results as yet), allergies and adverse reactions, make appointments with the GP and order prescriptions. It is the best way for patients to manage their information and we as a surgery, are trying every way possible to advise patients to register.

APPRENTICE AT RECEPTION

SK explained that after the bout of bad luck with reception staff over the last two years, the surgery has now chosen to work with an apprentice as the receptionist. Bonnie is a young girl who has left school and is going to be with the surgery for a year minimum under the apprenticeship scheme. Thereafter she can choose to apply for the role permanently. Bonnie has been with us since October and is already working independently. She is learning more as she progresses and is keen to pursue a career in the NHS.

We also have a young student covering the Thursday evening shifts so in total we now have a team of 4 reception staff.

NEW HEALTH SCHEMES FOR PATIENTS

SK discussed the various new health schemes that are in place over 2018 and into 2019 for our patients.

- **PAM** – patient activation measures, is a scoring method to see how well patients, in particular the elderly patients, know about their illness and how to manage their care. If the scores are low, it indicated that the patient needs support or help e.g. if they are diabetic or have heart disease or are obese. The surgery can then intervene and offer them the signposts and support.
- **COPD** – we are sending out questionnaires to patients who are ages 40 and above and who have smoked or are smokers, asking the four questions that can prompt an invite to come in to see if they have Chronic Obstructive Pulmonary Disease.
- **Palliative Care** – we have a scheme whereby we should discuss any or all our patients on palliative care within clinical meetings in the surgery. This is to keep tabs on their care, their needs and wellbeing in the final stages of life. We have also had the nurse and a GP attend the end of life support workshop in Ealing in 2018 to help them.

- **Diabetes eat well email and App service-** this is launched by the Ealing CCG to help our diabetic patients with provision of tools and support information to manage their diabetes optimally.

ELECTRONIC REFERRALS

SK explained to the members that from November 2018 all surgeries in the CCG have had to change the referrals system in that all referrals are sent electronically. We are not allowed to post or fax or in some cases, even email referrals. All referrals are sent electronically via a choose and book link to a hub called the Referral Facilitation Service or Choose and Book, who then send on the referral to the chosen hospital under the specific speciality.

These are for all secondary care referrals.

All primary care referrals are now sent by email.

This change was brought about in October as a phase in and from November it took off. It is being done by all CCGs in North West London and is to all hospitals in the locality.

There have been a number of challenges that the practice has experienced however, we are now sending all referrals in the way they need to be done as the staff have been trained accordingly.

REMOVAL OF FAX

SK explained that in light of the news from NHS England, faxes will be phased out in all NHS establishments over the next year and will be discontinued in use from 2021.

We will be working toward ensuring that we can send everything in e format before we finally remove the fax from the premises.

This has been done due to GDPR and to highlight how unsafe faxes can be especially if faxes are sent to the wrong places.

The members did discuss the issues of contingency if there was a problem that caused the systems to go down, and what would be used in that situation.

SK will liaise with staff and patients once this has become a permanent decision and will look at the business contingency plan when the fax is removed.

WINTER CLINICS

SK explained to the members how the surgery has been holding winter clinics since November 2018 until the end of Feb 2019 to accommodate appointments for emergencies during the week. This clinic is held on a Thursday afternoon and is run by Dr Mendes who sees or has telephone consults, with patient who are acutely ill and to stop them using the accident and emergency services or out of hour's services. This is working well so far and we have improved our already robust appointment structure due to this. Patients can be seen within the week if they need to.

NEXT MEETINGS DATES

Fridays 31 MAY 19 AND 15 NOV 19 both at 18.00