

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD ON TUESDAY 24TH AUGUST AT 7PM

Those attending: Jeff Cunliffe (Chair), Tony Hazeldine (Vice Chair), Valerie Marsh, Jean Biggs, Diane Koupepides, Jeannine Newham, Anne Tholen and Stephanie Cruickshank, Karen Nash (Practice Manager), Deborah Roberts (Business Manager)

1. Apologies for Absence:

Mark Gardiner, Stella Stocker, John Gallagher, Dr Assad Pasha

2. Approval of the Minutes of the Last Meeting:

The minutes of the last meeting were approved and confirmed. In the absence of a current Secretary, a volunteer was requested to take the minutes. Valerie objected to a member of the practice taking the minutes but was assured by Jeff and Tony that the minutes would be approved and circulated to the PPG prior to publication on the website. It was agreed that a member of the PPG will take the minutes at the next meeting.

3. Matters Arising from the Minutes:

If a clinician is running late, can a notice be displayed either on the check-in screen (as used to happen prior to the new system being installed) or on a whiteboard. Valerie recently had an appointment that was running 40 minutes behind but was not informed of this until she asked at Reception. **Deborah to look into whether this can be enabled on the new check-in screens. If not, then whiteboard to be reinstated.**

Patients only able to book 2 appointments online. Karen explained that this cap will remain as we were finding that patients were booking multiple appointments online and then not attending them. If an additional appointment is required, the patient can phone Reception to book.

Diane phoned after 4pm for results and was number 2 in the queue for 10 mins, then she waited at number 1 for another 20 minutes before hanging up. Karen explained that we have had staffing issues but that there should now be 5 receptionists available to take calls in the afternoon. It was felt that sometimes receptionists were not fully trained and so took a long time to find information on the system which can increase the wait time for other patients to get through. Deborah explained that we have had a number of new Receptionists join the team and that it will take them a little longer to find information whilst they are still being trained up. **The practice will monitor the wait times that patients are experiencing at different times of the day.**

4. Practice Update:

The practice staffing issues have improved with the appointment of 4 new receptionists (Chenelle, Cathy, Rebecca and Laura) who will be working at both the Purley and Coulsdon surgeries. Kerry has recently completed her training to become a phlebotomist so the practice now has 3 HCAs and will be able to offer more blood appointments.

Two new members (Nicole and Lizzy) have joined the Admin team and we are looking at adding one more to the team.

Drs Dhanjal and Shams have both left the practice due to personal reasons but have been replaced with Dr Sabina Hanoman-Singh (Mondays and Wednesdays), Dr Raisha Nurani who is due to start in September (Tuesdays and Fridays) and Dr Michelle Bellman who is due to start in October (Mondays, Tuesdays and Thursdays). Dr Nurani has a specialism in LARC (long-acting reversible contraception) and Dr Bellman has a specialism in elderly care.

Two registrars have recently started (Dr Fanuelle Getachew and Dr Kowthem Dharmaraj) who will be with the practice for a year and are now seeing patients. Their GP trainers are Dr Butt and Dr Webster-Smith.

The practice still has a vacancy for an Advanced Nurse Practitioner, but we do have a long-term ANP locum (Mohammad).

It was pointed out that there was limited information about the GPs on the website. **Karen agreed that information on GPs specialisms and interests would be updated.**

It was queried whether appointments can be booked in with Dr Farooq. Karen explained that Dr Farooq is a locum GP who has been employed by the practice to carry out diabetes consultations as this is his specialist area. The practice needs to ensure that he is not booked for other routine issues, so his appointments are not available online. **If a patient needs to have a follow up diabetes appointment with Dr Farooq, then they should phone Reception who will book them in.**

5. Figures

The practice provided figures on staffing breakdown, appointment availability and financial sources/expenditure.

For recommended employed FTE staff, the practice is very slightly under the recommended ratio, but when our PCN and locum staff are included, we are above the recommended level. Our Primary Care Network (PCN) is made up of Woodcote Medical, Old Coulsdon Medical Practice, Selsdon Park and Bramley Avenue. The PCN staff roles were explained to the PPG:

- Paramedics (Debbie & Laura) provide home visits to patients with chronic illnesses and housebound patients. They liaise with the GPs and when necessary, a GP will visit.
- Pharmacist (Maryam) provides medication reviews and support with medication * prescription queries
- Physio (Tahir) provides appointments for any patients with neck/back/joint or muscle problems. Patients should request a telephone consultation with Reception and Tahir will book any patients in for a direct face-to-face appointment and provide treatment and exercises. If necessary, he can refer on to MSK.
(<https://www.woodcotemedical.nhs.uk/news/new-physiotherapy-service>)
- Social Prescriber (Stephanie) provides help with non-clinical issues e.g. to patients who need debt management advice, those that are lonely and need support groups etc.
(<https://www.woodcotemedical.nhs.uk/news/social-prescribing>)
- Care-Coordinator (currently recruiting) provides administrative support and is involved in recalling patients
- Mental Health Practitioner – this is likely to be an area where the PCN will next provide staff to help.

The BMA recommend that GP surgeries offer 72 appointments per 1000 patients per week. With the practice's list size of 17,600, this means that we should be offering 1267 appointments weekly. The practice is offering considerably more than this:

May – 378 extra appointments

June – 438 extra appointments

July – 98 extra appointments (lower than previous months due to holidays)

DNA Rates for July were 4.4% - predominantly face-to-face nursing and HCA appointments. Now that staffing levels in Reception are back up, the practice plans on sending out letters to patients who DNA frequently and to have conversations with these patients to see if there are any

underlying causes/what can be done. **Deborah to post another update on the website advising all patients of DNA rates and how they can cancel appointments.**

Financials – a breakdown of key sources of income and expenditure was provided. The practice receives the majority of its income from the core contract which is based on patient list size and highest area for expenditure is staff salaries. For major building improvements, the practice puts together bids for funding which can provide up to 67% of the costs (the practice must fund the other 33%). The practice currently is awaiting the outcome of a bid which would enable the Reception and waiting areas at both surgeries to be improved.

6. Traffic Light System

Karen explained that during Covid, patients became used to getting same day appointments with GPs for non-urgent issues. This needs to revert to how it was pre-covid when routine appointments are bookable in 2-4 weeks time. In order to help patients understand, **Karen has compiled a signposting document which she will circulate to the PPG for feedback.**

7. Extended Hours

We currently offer 9 hours on a Wednesday evening at Purley. This is a mix of GP, nurse and HCA appointments. The new enhanced service contract will be starting in October. The requirements of hours have changed which means that as a PCN we will need to provide approx. 51 hours per week. As none of the practices have capacity to provide these additional hours, it has been agreed that we will all continue with our current hours and that the GP Collaborative will provide the additional. These are going to be delivered remotely on a Friday evening and any face-to-face appointments will be at the Farley Road Hub all day Saturday at Woodcote Medical. Patients can book into extended access by phoning Reception. These will, at some point, also be available to book online. We are also looking at splitting our current Wednesday late night opening to Wednesday (at Purley) and Thursday (at Coulsdon).

8. Vaccinations

Our flu vaccinations are arriving w/c 5th October 2022. Dates for clinics are currently being arranged and will be provided to the PPG once set. PPG have offered to help out at clinics. The practice will only be offering Covid vaccinations to housebound and care home patients. All other patients who are eligible for the Autumn booster should book via the vaccination centres that they are offered when they receive their invite from the NHS. Polio vaccinations – the practice is currently calling in all 1-4 year olds for their polio booster.

9. Coulsdon Health Centre

Little to report. Discussions are continuing.

10. Any Other Business

Jeff asked for an update on booking appointments with Community Pharmacists. This service is available by phoning the Receptionist who refers patients who have minor illnesses for a consultation with a pharmacist. Currently we've referred 136 patients (target is 626 by end of March 2023) and feedback has been positive from patients.

Jeannine queried why it is not possible to book nurse appointments online. Deborah explained that this option was removed as patients were booking themselves into the wrong types of clinic and not necessarily with the correct nurse for their issue. Patients need to book appointments with nurses via Reception to ensure that the right length of appointment is allocated and with the correct nurse.

Anne queried whether the surgery offers health checks at certain ages. **Karen believes this is a service that various GP surgeries and pharmacies opted into but will look into this and update the group.**

Anne queried whether there was an Standard Operating Procedure (SOP) for dealing with patients who have covid who need to attend the surgery. **Karen to raise with reception & GP team to ensure that patients can use the hot room for essential visits.**

Valerie queried whether the TV in Purley waiting room can be moved or the seating realigned as it causes discomfort. Deborah explained that the TV is in the only location possible for the room. The issue with which way the chairs were facing has been discussed but it was felt that having the chairs directed away from the Reception desk provided better privacy for patients who are at the desk.

Jeff thanked everyone for coming and confirmed that the next meeting would be online with Karen/Deborah in October with the next face-to-face PPG meeting likely to be at the start of December (date tbc). The PPG will discuss the possibility of an Open meeting date further.