

## Thornbury Road Centre for Health PPG Meeting, 22.8.2023, 14.30-15.30

Subject	Comments	Action
<b>Present</b>	Practice: Dr R Loomba (GP partner), M Power (Practice Manager) PPG: CH (Chair), BS (minute taker), AA, PC, BG, DR, JR, MR.	
<b>Apologies</b>	AD, BF.	
<b>Staffing</b>	<p>New staff members:</p> <ul style="list-style-type: none"> <li>• Dr M Sumani has replaced Dr Ali as a salaried GP and is working 3 days/week.</li> <li>• Physician associate joining shortly, will be working 2.5 days/week, with 70 appointments/week (will be able to generate prescriptions but they will need to be approved by a GP).</li> <li>• A new practice nurse from early Oct. A locum nurse is currently employed but the practice is still short of nurse hours.</li> <li>• Pharmacist, is working Mon, Wed &amp; Fri, doing medicines and asthma reviews.</li> </ul> <p>There is as full complement of receptionists.</p> <p>Sat morning appointments will be available until December with GP, nurse and HCA.</p> <p>Extended access appointments will be available at our practice every 7 weeks.</p> <p>There was a problem with being able to get blood test appointments recently but this problem has now been addressed.</p> <p>BS asked if when there are staff shortages, whether patients can be referred to the other 6 practices in the Brentford &amp; Isleworth PCN (Primary Care Network), but Dr Loomba said this is not possible, as the funding for this had been stopped in 2022.</p>	
<b>Practice Improvement Programme</b>	The practice is participating in the General Practice Improvement Programme, lasting 12 weeks (Aug-Oct 2023). This has been supported by a facilitator from NHS England one day per week and involves work on a revamped appointments system.	
<b>DNAs (did not attends)</b>	<p>115 patients didn't turn up for appointments in July 2023.</p> <p>Telephone appointments only count as a DNA if 2 calls are missed (usually made 1 hour apart).</p> <p>Dr Loomba asked for ideas on how the PPG can help to reduce DNAs.</p> <p>BS suggested sending a text message to all patients about not missing appointments, but the practice doesn't have the funds for this, and the PPG can't contact patients as it doesn't have access to the patient list.</p>	<b>All</b>
<b>Referrals</b>	<p>Referrals are sent electronically and then triaged by the receiving consultant, so can sometimes be refused. There is currently no possibility of patients checking where they are in the referral system. It is hoped that this will be possible in the future via the NHS app.</p> <p>Self-referrals are currently possible to psychologists and for ante-natal care, and in future will be possible for physiotherapy.</p>	
<b>Website</b>	<p>Everyone was asked to do a critical review of the new website.</p> <p>Much of the content of the new website is common to practices in Hounslow and our PCN. A new website is also being developed for the PCN.</p> <p>BS expressed concern that there are no appointments available to book via the website with our practice, while there are with other practices. It is hoped that this might improve in the next few months with more availability of appointments.</p> <p>Maybe updates about the practice can be sent in future via the NHS app, similarly to OWL alerts about local crime issues.</p>	<b>All</b>

	CH asked if there was a link between Patients Know Best, SystmOne and the NHS App, but it appears there isn't, as Patients Know Best is only hospital based.	
<b>Text messages</b>	<p>The only text messages being sent to all patients relate to practice opening and closing times during bank holidays, but we not been informed about the new website, PATCHs, etc.</p> <p>There is a budget now from the NHS for text messages, so the only ones being sent relate to confirmation of appointments, including mandatory post-appointment questionnaires.</p> <p>BG suggested that info about opening and closing times be sent by e-mail (free of charge) rather than via text. It would require getting current e-mail addresses from patients in addition to mobile numbers. AA suggested that the practice asks for e-mail addresses every time a patient phones the practice). BS suggested including a request for up to date mobile numbers and e-mail addresses via the JX board in the waiting area.</p> <p>MP will investigate, but BS reminded MP that when the PPG was being set up in 2017 that it was only possible to send 500 e-mails at a time, and it was very time-consuming.</p>	<b>MP</b>
<b>NHS App</b>	<p>There is a video on how to use the NHS app. Maria to provide the link.</p> <p>It is hoped that in future test results will be available via the NHS app, rather than just getting a text message and not knowing which test the results relate to if multiple tests are being done.</p>	<b>MP</b>
<b>Autumn 2023 preparations</b>	<p>Care plan appointments have been moved forward to the summer to free up time for other activities in the autumn.</p> <p>Flu vaccines will be available from c 6 Sept for 65+ and under 65s with specific health conditions at our practice.</p> <p>Covid vaccines will be available from c 1 Oct, but it is not yet known where they will be administered. Healthy 50-64 year olds will be excluded this time.</p> <p>BS asked for info about autumn vaccination programmes to be included on the website asap. Dr Loomba suggested it should be included in the practice voicemail message.</p>	<b>MP</b>
<b>PPG</b>	BS requested that a message about getting more PPG members be included in the practice voicemail message (similar to St Margarets practice which has managed to recruit 29 members to its PPG, helped with a voicemail message)	<b>MP</b>
<b>JX board</b>	AA mentioned that the message on the JX board was available for too short a time; if a patient is reading in the waiting room, often by the time they look up the message of being called for the appointment has disappeared. MP would investigate.	<b>MP</b>
<b>Proxy access to medical records</b>	Maria stated that staff were working through the main point of contact for patients who wish to give consent for another individual (such as relative or carer) to act on their behalf.	
<b>BP monitor</b>	BS informed the meeting that there will be a campaign during 4-10 Sept for people to have their blood pressure measured and could the practice ensure that the BP machine was set up correctly so that patients could measure their BP without hindrance, that there was a clear legible instruction sheet available, also forms to complete and pens. MP would check if the BP machine that used to be in the waiting room is working and calibrated. If yes, would check that it is cleaned and put it back in the reception area. Boots are apparently doing free BP checks.	<b>MP</b>
<b>Minor ailments scheme</b>	Apparently pharmacies are running a minor ailments programme.	
<b>Practice front door</b>	Maria would check that hand sanitiser is available for use outside the main entrance to the practice.	<b>MP</b>

<b>PPG meeting minutes</b>	It was agreed that to negate the need for obtaining approval for PPG members' names to be included when the minutes are uploaded onto the practice website, that we just included initials of PPG patient members.	
<b>GP Patient Survey</b>	Discussion of this item was deferred to the next meeting.	
<b>Next Meeting</b>	Tues 26 Sept, 2.30-3.30 pm, on TEAMS	