

PATIENT REPRESENTATIVE MEETING

15th November 2023

MINUTES

Staff: Dr Paul Skinner (chair)	Ann Hall (Practice Manager)	Agnieszka (Asst Practice Manager) Jevan Matthew Advanced Nurse Practitioner
--------------------------------------	--------------------------------	------------------------------------------------------------------------------------------

Patients:		
MC	FF	
MD	JM	
CH	JT	

1. Review Actions from Previous Meeting

- i. Additional Mental Health Signposting has been put up in the reception area
- ii. In order to attract new PPG members all new patients are asked at the point of registration if they would be interested in joining the PPG or Virtual PPG. There has been an increase of 8 members since the previous meeting.

2. Staff Update

- i. New Receptionist - Iman
- ii. Rosmery has been promoted to Reception Supervisor

3. Additional Roles (ARRS)

As part of our work with our Primary Care Network (PCN) we now have several additional roles working within West Kensington Surgery:

i. Clinical Pharmacists

- a. Involved in medication reviews
- b. Prescriptions
- c. Clinical work ie Blood pressure monitoring

ii. Social Prescribers

Social prescribing is a way of linking patients in primary care with sources of support within the community. It provides GPs with a non-medical referral option that can operate alongside existing treatments to improve health and wellbeing. Link Workers work with the patient to help them overcome barriers to obtaining needed support. Link workers can work with anyone over the age of 18.

iii. Podiatrist

- a. Dealing with a wide range of foot conditions
 - i. Foot related acute trauma
 - ii. Chonic conditions – Biomechanics & General Podiatry
 - iii. Minor nail surgery

iv. Dietician

- a. Weight Management
- b. IBS
- c. Diabetes
- d. Nutrition Support

4. Improved Triage System

From 13th November an improved system has been developed to manage all incoming work. Patients will be asked wherever possible to complete an online Patches form with as much detail as possible so that the clinical team can review to decide on the best next steps. This may be a

telephone call, text message, request for more information, request for blood or other tests, face-to-face appointment with a GP or another member of the clinical team. Where a patient has no online access they are still able to call the reception team and will be asked for some information which will then be added to the doctors list in the same way that patches requests are. All Patches and telephone requests will be seen, and a plan made for the next steps, within 36 hours (Monday to Friday) and those assessed as emergency and urgent requests will be processed on the day. The doctor has a range of appointments to choose from, dependent on clinical need. This could be an emergency on the day appointment, an urgent appointment or a routine appointment.

5. Feedback from the group of the experience of using Patches and Accessing Care

The group discussed their experience of using Patches. Some found it useful while recognising that older patients may find the technology difficult. For these patients we understand that calling the surgery is a preferable option.

A few members have used Patches but found some frustrations in how to use it and it was suggested that it would be good to have some videos on the website with some simple guidance.

AH also suggested that potentially the social prescribers could run some training courses at the surgery.

6. Feedback on experience of getting through to the surgery on the telephone

AH discussed a recent project, following the purchase of new software, to analyse the telephone calls coming into the surgery to monitor, number of calls per half hour, where they are answered, how long the caller waited, average length of call etc.

This information has been very useful in planning a new reception rota to ensure the best use of resources a peak times. The busiest days for calls are Monday morning and Friday afternoon. The quietest times generally are 10.30-12, 2-5 on Tuesday, Wednesday and Thursday.

7. Extended Hours

PS discussed the Extended Hours appointments across the PCN from 6.30-8pm Monday to Friday (1 day a week at West Kensington Surgery – mostly on either a Monday, Tuesday or Friday). There are also Saturday clinics across the PCN with one being held at West Kensington Surgery on a rotating basis. There are some online bookable appointments for these Saturday clinics.

8. Catchment Area

PS asked the group to consider extending the practice Catchment Area. This would not impact any patients in the existing catchment area but would expand it to the North and East in order to locate the practice more centrally within the catchment area.

The group agreed that this seems sensible to reflect the local area since the move North to Milson Road from the previous premises.

9. Ideas from group about Improvements in services or facilities & AOB

- i. The group liked the idea of having a Newsletter with updates about surgery news. They could also get involved in coming up with FAQ's
- ii. Help for patients struggling to use Patches
 - a) Video links with help on how to use Patches
 - b) Investigate Social Prescribers running some training courses

ACTIONS

- AD to investigate options for training video links for Patches
- AH to speak with social prescribers re: patches training courses
- AH to look at newsletter templates to discuss with the group at the next meeting
- PPG to consider what they would like to be included in the Newsletter
- Continue to advertise and promote the PPG in order to make it more representative
- AH/AD to organise the next meeting in June 2024