

25th April 2023 PPG meeting:

Agenda:

- 1. Attendance:** Surgery staff MP, HF
- 2. Updates from the surgery:**
 - **Staff news:**

Nurse Vikki left the surgery at the end of March to start in a new role as an Asthma Nurse Specialist **Izzy (Isabella)** will be joining us in a month in a role of **Health Care Assistant/ Training Nurse Associate**

PLT: Wednesday 10th May 2023, surgery will be closing at 12.30

- **Appointments from 1st April**

NHS contract variation, which came into force in April, means that GP surgeries have to let patients book consultations in advance, or refer them to other services.

Assessment of need will be done by receptionists over the phone or in person, and people with minor illnesses could be referred to a community pharmacist or physiotherapist, or some patients will be advised to self-refer to other services like podiatrist, optician or 111. We can also offer an appointment with a HUB doctor, Health Care Assistant, Nurse or Prescribing Pharmacist – depending on patients' needs.

We are working on the system that our vulnerable patients can access GP care in a safe way for patients and doctors.

We are considering changes in patient triaging (signposting to the most appropriate clinician/ service). We will be changing our website provider.

What are you looking for to find on our website?

How to book appointment:

1. Online via NHS App or similar (same day appointments are released after 7 am; in advance appointments are released on different days at 10 am, 2 pm)
2. By calling the surgery on 0203 474 6410. Telephone lines open at 8 am.
3. In person at reception. Opening hours 8 am- 6.30 pm.

Did you know? Some requests (letters, referrals, change of medication, fit note extension etc.) can be passed to admin staff or clinician to action, without need for the appointment.

We encourage our patients to use our website for any admin enquires.

- **DNA's**

We concluded another appointments audit, looking at **missed appointments** (DNA's):
We looked only at doctor's face to face consultations (so excluding telephones).

Findings:

Only last week (17-21/04/2023) we had 18 DNA's: 9 same day and 9 booked in advance appointments

From 1st April (13 days) we had 35 DNA's: 15 same day and 20 booked in advance appointments

How can we minimise missed appointments?

- Reminder text messages sent 24 hrs before the appointment
- Call the surgery or cancel online if appointment no longer needed
- Change to a telephone/video consultation if you cannot make it in person (if examination not needed), but you still need to talk to the doctor
- Book 'in advance' appointments when something non urgent, but with persisting symptoms that do not improve
- Reception will always ask for the reason of the appointment to assess patient's needs and refer to most appropriate clinician/service
- Warning letter (about potential removal from surgery) will be send to patient who DNA'ed 3 times or more
- Surgery will find out if possible to add confirmation option 'yes/no' to appointment reminder text

3. Covid boosters:

Will be offered to patients who:

- Are aged 75 or over
- Live in care home for older adults
- Are aged 5 or over and have a weakened immune system

Eligible patients will be recalled directly by NHS (not our surgery) and can book their appointment online, by calling 119 or attending walk-in clinic. They can get the vaccination from 3 months after previous dose.

4. Free computer and digital device classes for 50+

Free workshop and one-to-one support available every Thursday 1-3 pm at Tate Library, 63 Streatham High Road; Refreshments provided.

Will add these details to our website and April's Newsletter.

5. Setting date for future meeting:

Suggested by the practice to change the day of the week for each meeting so different members of admin and clinical staff can attend. Find out if possible to arrange next PPG meeting on the training (PLT) day in the summer

6. AOCB:

Feedback: patients receiving a lot of text messages, but are happy with this kind of communication, as more likely to respond

End meeting