

## Battersea Fields Practice

### Patient Participation Group Meeting

**Date:** Thursday 29.6.23

**Time:** 18:00

**Venue:** Shaftesbury Christian Centre, 2 Austin Road

**Attended:** Graham Harris; Christine Jacobs; Dr Jenni Ellingham; Marie Sheffield; Sara Clark, Su Elliott, Stephen Graham, Dr Rickford , Annie Bowman, Marie Sheffield (arrived later)

**Apologies:**

**Chair:** Graham Harris

**Minute Taker:** Jenni Ellingham

<b>Topic Discussed</b>	<b>Action Points</b>
<p><b>Welcome</b> Graham thanked everyone for coming.</p> <p><b>Previous Minutes</b> Agreed</p> <p><b>Agenda</b></p> <p><b>Action Plan</b> Jenni thanked Tania in her absence for her hard work on improving the outside plant tubs and working with Marie to improve the waiting room. Marie and Tanya are continuing to improve the notice boards. Marie noted later that there is now consistent formatting of notices to improve appearances. The practice is working on changing the breast-feeding room to a generic quieter waiting area – this is in progress. Sara had more information for the carers board.</p> <p><b>Medication Reviews</b> Dr Rickford explained that every patient on repeat medication needs a medication review. This is to ensure that patients are on the correct medication and dose, and to ensure that any blood tests or checks on their condition are completed. This helps the doctor to ensure that they are prescribing safely. Currently we have about 900 medication reviews that are overdue and we are very concerned about this. Dr Rickford explained that this is partly due to covid, but we are finding a number of patients do not respond to requests to come in</p>	JE/MS

when asked. She explained that the practice pharmacists are best placed to perform medication reviews and the necessary checks as this is part of the expertise. Dr Rickford proposed a new policy for repeat medication reviews. That after a patients medication review date had passed, and they were not booked in for a review, the amount of medication would reduce to 28 days supply with a text asking for the patient to attend for a medication review. If a further request for a prescription is requested, and no appointment booked, the prescription would be reduced to 14 days supply and this would continue. Dr Rickford explained that there were certain groups of patients that this would not apply to eg- very complex patients/ patients with dementia or learning difficulties. Adele and Elaine would be trained appropriately,

Issues raised during the discussion.

- Annie was concerned that she orders her medication online, and so does not know when the repeat medication date was due. Chris said that Day Lewis does give the printed prescription, but Sara reported that Halls does not. Dr Rickford assured that the practice would liaise with the community pharmacists to ensure that the medication review dates are on the paper prescriptions to be given to the patients. Sara suggested that patients should be advised the month before by text that their review date was coming up. This was agreed.
- Graham asked if they had seen a GP previously would they need to have a medication review. Dr Rickford replied that usually other checks would be needed but not always.
- Graham and Su were also concerned that this could cause some anxiety for patients if the texts were not clear. Dr Rickford explained that we use template texts to ensure clarity and consistency.
- Sara was concerned that patients would stop taking their medication – Dr Rickford explained this could be picked up on the searches.
- Everyone agreed that further education for patients will be important and it was agreed that although some patients will get frustrated by the new system, that the proposed policy was a good idea as it was important for patient safety that medication reviews are completed in a timely way.

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### **Appointment update**

Jenni presented an overview of the current appointment types as per the paper attached. She explained that the current issues facing patients and the practice included the change in General practice over the last 20 years, increasing ill health in the community- partly due to covid and the increasing elderly population in the UK, the reduction in the number of doctors, constant change by NHS England. It was agreed that patients could find the different types of health

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workers in the practice confusing, and Jenni explained that the role of the GP receptionist had changed to Care navigator to help patients find the appropriate appointment. The front of house staff are now called Patient coordinators to reflect this. They will receive ongoing training to help advise patients on the correct appointment. Jenni explained that current research shows that about 40% of appointments are taken up by 10% of patients, and so the practice will be looking at ways to help avoid inappropriate appointments over the next few months. All agreed that the “8am rush” was disliked by patients and staff alike, and Jenni said she hoped that this would be something that was improved by the changes that the practice will be implementing.

It was agreed by all that the information about appointments was helpful and that Jenni will simplify into a leaflet for the waiting room and website. Su raised concerns about the wording of texts which could worry patients – and it was agreed to look into the wording of our text templates. Stephen was worried that the NHS was being changed. Jenni assured him that we are committed to serving the patients on the Doddington and Patmore as we always have. Graham stressed the importance of ongoing education for patients about the new types of appointments and all agreed.

### **Community Health and Wellbeing workers**

Community health and well being workers will be starting to work on the Doddington as previously discussed- starting in Arthur Court. Letters and information will be going to the Arthur court residents shortly and a suggested letter and FAQ was agreed.

### **Staff Changes**

Jenni informed the group that Lorna the new HCA has started this week. BB has left reception and that Chantelle will be leaving in July. We are recruiting further receptionists. Dr Vowler will be leaving the practice in July and all wished her well for the future. A new Business and Development manager, Isata Fullah has been recruited and will start at the end of July. This will enable Jenni to resume some clinical practice in the Autumn whilst continuing the Managing Partner role. The group thanked Jenni for her hard work and looked forward to meeting Isata.

**AOB** Annie asked whether patients had access to ear syringing outside the practice. Jenni and Marie confirmed that our patients can be referred to Krystal pharmacy for “tympanahealth”.

**Next Meeting** Thursday 21<sup>st</sup> September 2023- Shaftesbury Christian Centre, 2 Austin Road.

## Action Plan 2022-23

Action	By Whom	By When	Completed
Update the Carers boards including information about Regenerate Rise.	Sara C Elaine	March 2024	Additional information supplied – ongoing
Improve appearance of outside area of Austin Rd practice	Tania and Marie	March 24	Replanting of plantar outside entrance completed by Tania. Regular rubbish checks by staff
Declutter waiting room and create a quiet space for those with Learning difficulties.	Tania, Marie and Jenni	March 24	Improved formatting of notices and notice boards decluttered. Small waiting area identified and upgrade in process
Improve communication about types of appointments .	Jenni	March 24	Presentation to Patient Group 6.23 . For leaflet for waiting room and website and TV screen
Make website more user friendly including clearer access to self-help and appointments.	Jenni	March 24	Currently in discussion with Primary Care Network.