

Patient Participation Group Meeting

Date: Tuesday 28/03/23

Time: 4pm

Location: Zoom meeting

Attendees:

DG- (Chairperson), BE, OJC- PPG Members

Dr Ahmed, Maura & Shahela - Staff Members

Absentees: BS, RE & HA

Meeting started: 4.02pm

All the members and staff introduced to each other in the meeting, DG chaired the meeting;

The agendas and what they entail;

New practice hours' /Lunch break

The group was informed of the changes in the surgery opening hours, the extended hours is no longer operating since October and 1-hour lunch break was introduced recently, where only the telephone line will be closed but the reception will be manned.

DG suggested we send out SMS to patient informing of the changes.

The information about the extended hours are already updated on the surgery website, the website also has information of the replacement service called Enhanced access which is commissioned by primary care network (PCN).

Rolling out patient survey in April

Patient survey to be rolled out, though this was not discussed in the meeting but previous Survey outcome was mentioned, in response to the patient survey, the access to clinicians & doctors was improved by introducing in house pharmacist and Extended out- of -hour services.

Thus, rolling out another patient survey, it will enable the patient to express their feedback and for the practice to improve the service for patient care.

Enhance service/ Remote bookings

There are various services available for the patient if there is no appointment available or patient not able to come during surgery opening hours, patient can be booked an appointment for weekend as well, services include with GP, Practice nurse, HCA, Extended physiotherapy and pharmacist. The enhance services are based at St Charles hospital and Violet Melchett centre.

OJR mentioned she was not aware of such services and was not offered when she had called for a symptom she could have benefited with the service instead she had to attend A&E.

DG advised this service needs to be publicised further.

Action: Send SMS and add more information about this service on the telephone welcoming message. Receptionist to inform patient of the services when they call surgery for an appointment.

First Contact Physiotherapy (FCP)

For the past 8 month our patient has access to this service, which is highly beneficial as it is less waiting time to see a physiotherapy and be diagnosed than via a GP, as an appointment with the FCP can be directly booked by the receptionist. The FCP can deal with all musculoskeletal conditions, either f2f or Telephone Consultation (TC) can be booked and it is available in various location as well as at QPHC. Full assessment is done by FCP and if it needs to be escalated to secondary care that can be initiated by the Physiotherapy. Most conditions are dealt by the FCP, exercise and advice given to improve and prevent any future musculoskeletal conditions. If any prescription is required, the

FCP can send message instantly to the GP practice to issue any requested medication this also applies if there any further investigations needed that does not fall under FCP. Conditions such aches, Pain, muscle pain, arthritis it is better managed via FCP.

Action: Reception to book and advise appropriately when patient calling with Musculoskeletal & sciatica condition. So patient to get better access to the service.

PATCHS

The members were informed E-consult have been replaced by PATCHS

Patient can put a request for triage, the admin team would look into the request and then direct to the relevant Doctor or Clinician, it is basically Electronic triage an online service, it saves time to wait in the telephone que, patient send their request or symptoms via PATCHS online.

E.g. if it's for back pain, it will be triaged by Admin, they will forward it to a relevant clinician who will then take relevant action. The information is in the welcome message on our phone. Patient need to sign up for the service which is available in the practice website; queensparkhealthcentre.co.uk

DG advised to send text message and information about what PATCHS (online service app) is.

Appointment system;

OJR asked about how to get a f2f appointment and when is it changing, the appointment system was explained, the initial stage is TC with the doctor or the clinician, once had TC, the doctor or clinician can book a f2f appointment accordingly. It was emphasised that f2f is offered and more f2f appointment are given as the demand increases.

Action: DG suggested to send SMS and also inform patient they will be booked accordingly to their symptoms with the GP or a clinician (Pharmacist) so every patient is catered to their needs. The members were also made aware that the practice is arranging to hire more clinician to meet the demand of patient accessing the service efficiently. Same day emergency TC or F2F is also available which is subject to booking by Doctor or clinician, patient need to call as early as 8am. since it is on first call first serve basis.

Catchment area Registration:

The importance of registering patient within catchment area of the GP practice was emphasised.

For patients to be facilitated with comprehensive care and support it is very important patients are registered within the catchment area.

The CCG and Age UK have collaborated with CLCH to provide service for patient which is the integrated care, My Care My way(MCMW)) where a patient can access this service via their GP if they live within catchment area of the service provider. The patient will have a comprehensive assessment of any need of help & support once the patient qualifies for the MCMW service, a case manager is allocated to the patient.

They will help with various issues such as, help with finance, housing, access to mobility facilities, safeguarding and any safety issues pertaining to the patient's health and social wellbeing, which is supported by the MCMW team. Patient has direct access to their case manager, if they cannot access they can call surgery and we will then liaise with the case manager for the patient. It is to be noted the catchment area policy is not limited to only this service, other service will be affected.

DG articulated her dissatisfaction with this policy.

Non NHS Service:

This is an ongoing service which is not supported by NHS therefore it is private and if the patient requires any of the Non NHS services they will be charged a fee.

END OF MEETING

DG highlighted how important it was to have meetings, such as PPGs to get feedback which serves the right purpose for both the patient and practice.

Unfortunately, the meeting ended abruptly without bidding farewell to everyone, as the Zoom meeting was scheduled for the time period of 40 minutes and it automatically signed us off.

Action Taken: SMS sent and the welcome message on the phone was updated with more information on the services.

SUBMITTED BY: Shahela Begum **APPROVED BY:** Maura Cabey