

Minutes of Nightingale House Surgery: PPG Meeting

Date: Monday 2nd December 2024 Time: 11:00

Location: Nightingale House Surgery

Present	
Farhaanah Begum	Practice Manager
Colleen Sterling	PPG chairperson

Agenda Item no.	Discussion	Action
1. Long Term Conditions (LTC)	<p>Introduced by NHS England, a service implemented for 6 months trial, to see what improvements can be made to individual patient's health.</p> <p>Discussed categories which fall under prolonged conditions:- Asthma, diabetes, hypertension, heart conditions etc.</p> <p>A total of 3/4 appointments given to patients with LTC. First step includes inviting patients for a check and test appointment which includes blood pressure, height, weight check and being sent for a blood test. Once results are received and reviewed by a GP, the patient is booked for a follow up with the nurse. Any patients requiring further test or referrals are sent by nurse or deferred to GP.</p> <p>Priority is for patients who are high and medium risk. Once reviews are completed, patients are given a collaborate form to feedback their experience.</p>	
2. Quality framework (QOF)	<p>All health conditions within framework, patients invited for reviews which runs until the end of financial year in April. Currently, Nightingale is over 85% target in seeing patients.</p> <p>CS queried how remaining 15% are being followed up.</p>	

	<p>FB informed invites are sent to patients via call, texts and letters so patients have the choice to have their reviews or not. There is no specific target, but it is expected to be over 70%.</p> <p>Target total is 561. Currently Nightingale practice is at 402.93. End of financial year in March 2025 is predicted as 269.9.</p>	
3. Vaccines	<p>New vaccine introduced – RSV (respiratory syncytial virus); the only age group entitled to have this are patients aged between 79-81. Symptoms are similar to general cold; it provides an extra protection. Most likely to be a one-off vaccination and may not be offered next year.</p> <p>Discussed decline in patients having flu and covid vaccinations.</p> <p>CS queried why booster vaccinations are still being offered.</p> <p>FB explained NHS England have decided to continue as covid is still present and helps to protect patients against it.</p> <p>Carlton House hub is still offering flu and covid vaccinations.</p> <p>Around 50% of patients have had their flu vaccinations at Nightingale practice. Most likely reason is there are other services now offering them i.e., Hubs and pharmacies. Nightingale has had to cut down on the quantity of flu vaccinations being ordered as a result.</p>	
4. Appointment booking system	<p>Visit from medical directors at Nightingale practice for a meeting and given a breakdown of system in place at the practice: patients call or come in at 8am for same day appointments, a total of which 12 are available on the day. Additionally, appointments are also available to book with the physician associate.</p> <p>Medical directors discussed implementing a new triage system, involving doctors on the day triaging and deciding which service to direct patients to for treatment. Nightingale practice advised them</p>	

	<p>whilst it is effective in larger practices, it is difficult in a smaller practice as there are not enough clinicians.</p> <p>Medical directors suggested a telephone triage system instead, whereby patients, upon calling, will be asked what the call is for, which will generate a referral form for the doctor to see.</p> <p>Nightingale practice already has a similar service in place called PATCHS, which the physician associate triages and is usually dealt with on the same day.</p> <p>Nightingale practice plan to implement a call back service next year so patients will not have to wait on the line when calling at 8am. Issues may arise with this as surgery lines sometimes malfunction despite upgrading to the highest performing broadband service for the servers.</p> <p>Staff are already aware to make exceptions for patients with certain limitations. For example, with elderly or housebound patients, staff will to the doctor directly and take prescription requests over the phone even though practice does not do this. Computer system has a red alert for high priority patients, so staff know to consider them.</p> <p>CS queried if patients on high alert are aware of this.</p> <p>FB confirmed the previous year, following access to full medical records, practices were advised by NHS England to notify patients of the priority alerts and if they were happy to be marked as enhanced on their records.</p>	
<p>5. Third party access to patient records.</p>	<p>Patients can choose to opt in or out of access to their summary care records by other services outside of the GP practice by completing a form and submitting to the practice.</p> <p>CS opted out of access for research and querying if it is the same.</p>	<p>CS will check with own consultant/hospital to confirm if they can access GP records.</p>

	<p>FB advised it is all connected as there is only one code for all of them when coding a patients record to opt in/out. GP practices can access records from hospitals but unsure if hospitals will be able to access GP records.</p>	
6. New registrations	<p>Registrations are accepted for patients within the practice catchment area. Patients already registered and moved areas wishing to remain registered with the practice would need to write to the practice to remain. The GP partners decided whether to remove them or not.</p> <p>NHS England have introduced a standard registration form for all practices, having removed the purple GMS1 forms used previously. The new form asks questions related to health conditions, family history, smoking status etc.</p> <p>The form can be accessed from the practice website, or a physical form can be taken from the practice by walking in. Proof of ID is no longer requested prior to registration.</p> <p>CS queried people without immigration status.</p> <p>FB informed that practices are not supposed to decline anyone, though it depends on each practice. Nightingale accommodates all individuals such as homeless.</p> <p>Patients can register online, though Nightingale practice is trying to avoid 'ghost' patients who do not have any contact with the practice or respond once registered by inviting them for a new patient health check which not all practices offer.</p> <p>CS requesting a section to be included in the registration form asking patient if they want to join the PPG.</p>	<p>FB to add section offering patients to join PPG.</p>

7. Community pharmacies	<p>Deals with minor illness i.e., allergy, cough/cold, or skin related. Viren's chemist is the closest. The practice clinical system includes a form which can be completed by staff to refer patients to the service if unable to offer at the practice. Once referred, the pharmacist can call patients and provide a prescription as required. Previously, patients had to pay for their prescription, however this is no longer required unless the patient is working.</p> <p>There have been some issues with patients being turned away, such as for suspected urine infections and the practice has not been informed. The practice had a meeting with Viren's chemist regarding this, following which the chemist will now notify the practice.</p>	
8. Digital Weight Management	<p>To meet criteria, patients must be a certain body mass index (severely overweight). Each month, the practice refers on average two to three patients to the service. The patients are then assessed and are put on certain medications as needed.</p> <p>The referral is mainly for adults as schools have their own referral process for children.</p>	
9. Staff sickness	<p>The practice has two nurses; one full time and another is twice a week. Full time nurse has been off sick long term; therefore, appointments have had to be rescheduled several times. Full time nurse has also now reduced 1 working day.</p> <p>Patients have been unhappy with this, and many refused to come in. The practice sends an update letter, following three attempts at contact. If no response is received in four weeks, then there is a possibility of patient removal. The practice also uses a text messaging service called accuRx which flags up incorrect numbers.</p> <p>CS queried if nurses can be shared from other practices.</p>	

	<p>FB informed Nightingale practice does not have a service like that, and patients do not want to go to another practice to be seen.</p> <p>Every practice has problems with appointments, hence implementation of hub service. However, there are limitations with nurses as they are not for patients needing long term reviews.</p>	
10. National Service Data Survey/iPlato	<p>Patients who attend appointments are sent a text message by iPlato service to feedback on their experience. Nightingale practice ratings have been above 85%.</p> <p>Users asked questions on how easy it is to use the practice website. Nightingale was 13%.</p> <p>CS queried where Nightingale was failing.</p> <p>FB informs website is the main issue as many patients do not understand the questions.</p> <p>CS inquired about practice demographics and if the website has language translation.</p> <p>FB informed the website is equipped for those with visual impairments and there should be language translation as well.</p>	FB to send CS copy of data.
11.A.O.B Practice long term plans PPG campaign	<p>CS enquiring long term plan for practice in relation to GP partners.</p> <p>FB informed Dr Abidoye is the closest to retirement. If he retires, then me may cut down days or a salaried GP may take over, however nothing has been decided yet.</p> <p>CS would like to set up a campaign asking patients if they want to join the PPG. CS querying access to patients emails for method of contact.</p>	CS to actively campaign until Easter.

	<p>FB will contact patients initially as safety precaution. If patients then willing to share their email address with CS then can do so. FB reminded CS to advise patients PPG is not for complaints; it is for discussing how services can be improved.</p> <p>PPG registration forms are already available in reception should patients wish to join.</p>	<p>FB to email copy of PPG form to CS and inform reception manager of campaign.</p>
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Next meeting: 29th April 2025