

## PPG Meeting

**Date:** Tuesday, 3rd September 2024

**Time:** 5:00 PM

**Format:** In-person meeting

### Attendees:

- **Hanley Primary Care Centre:**
  - Dr. Craig Seymour (Clinical Lead)
  - Stella Toffee (Practice Manager)
- **Patients:**
  - Mrs GM
  - Ms LE
  - Miss GA

**Chair:** Dr. Craig Seymour (CS)

**Minutes:** Stella Toffee (ST)

### Meeting Summary

Dr. Craig Seymour began the meeting with an introduction to himself and to the Islington GP Federation (IGPF). He explained that IGPF won the contract for managing Hanley Primary Care Centre, effective from 1st July 2024. He further provided background on his previous role as Clinical Lead at Barnsbury Medical Practice for 3.5 years, one of four practices under IGPF's management. The other practices include Northern Medical Practice, City Road Medical Practice, and Hanley Primary Care Centre, collectively serving 30,000 patients.

IGPF, formed 10 years ago, oversees almost all Islington surgeries, except for Stroud Green Medical Practice. It also operates additional services such as the community ENT service, the community gynecology service, and the iHub for extended access.

Dr. Seymour elaborated on the core ethos of IGPF, which prioritises delivering quality care through well-established systems, staff training and development, and creating a supportive and nurturing work environment for staff.

### Recruitment and Staffing Updates

Dr. Seymour reported on the recruitment drive initiated by IGPF to address the need for salaried doctors, as locum GPs had been covering appointments for the past year. He expressed satisfaction that three doctors will now remain as salaried GPs. Additionally, the practice has an experienced Practice Nurse, a new Healthcare Assistant (HCA), and a Prescribing Pharmacist currently onboarding. The reception and administration teams have also been expanded with new staff, with the goal of building a stable and long-term workforce.

### **Improved Access and Patient Satisfaction**

A key priority for IGPF has been improving patient access. The introduction of eConsult has led to a 30% reduction in call volumes and a corresponding increase in patient satisfaction, with 95% of feedback rating the service as "very good." Dr. Seymour explained that eConsult allows every GP appointment request to be reviewed by a clinician on the same day, optimising appointment usage and leveraging the broader expertise within the clinical team. The system helps ensure that patients receive timely and appropriate care, while also being a fairer system overall.

He also emphasised that patient safety is paramount at IGPF. Now, every consultation request is triaged by a GP, whereas previously, receptionists were responsible for booking appointments. This change has significantly reduced DNA (Did Not Attend) rates, call volumes (by 32%), and waiting times (by 31%). Additionally, eConsult offers signposting to services such as Pharmacy First, further enhancing patient care pathways.

### **Patient Feedback and Actions**

Patients raised concerns regarding past and present reception staff. Dr. Seymour acknowledged the feedback and assured the group that recruitment is underway to improve the reception team.

Patients also requested assistance with digital/IT issues related to using the eConsult platform. In response, the practice agreed to explore the possibility of having someone onsite to assist with this. An online evening event was also scheduled via Teams to guide patients through the eConsult platform.

Further, patients requested a surgery leaflet containing staff information. They also expressed interest in seeing relevant data (such as FFT and call data) presented at future PPG meetings, which they found useful.

### **Conclusion and Next Meeting**

The meeting concluded with an agreement to hold the next PPG meeting in January 2025 (date to be announced) after the holiday season. Going forward, meetings will be held quarterly.