

## Minutes Patient Participation Group January 19<sup>th</sup> 2016

### Present:

Mrs Maryla Wood – Practice Manager  
Mrs Janet Talines – Deputy Practice Manager  
Dr Aurang Khan – General Practitioner  
Mr Noor Al-Tamimi – Administration Staff  
Ms Hilary Barrett – Receptionist

Mr G N – PPG Member  
Mr H M – PPG Member  
Father J A – PPG Member

### Agenda

1. Practice Staff
2. New NHS Policies
3. Saturday clinics and GP Federation Home Visit Service
4. Discussion about Reception
5. General Closing Points

### Practice Staff

Dr Malik works on Wednesdays for one morning session.

Dr Khan is a new male doctor who will be doing sessions on Monday, Thursday and Friday, he will be doing six sessions a week.

Dr Renton will be starting as well and she will be doing three sessions a week which will cover Tuesday morning and evening as well as Wednesday morning.

She will be doing early clinics as we decided it would be beneficial for patients who work and have other commitments. She will start at 8 am in the morning and her afternoon sessions will begin as early as 11:30 lasting until 14:00. We will therefore have appointments available for patients who want to be seen during the day.

Doctors are working with us permanently; we can never guarantee how long Doctors will stay for, however we really hope there won't be too many changes in the future.

At the moment we haven't recruited a nurse since there is a national shortage of nurses at the moment. However we have a health care assistant who is very qualified and is covering a lot of procedures including phlebotomy. We also have a phlebotomist that is doing blood clinics every Thursday morning. .

### New NHS Policies

There is a new NHS policy to do with the preferred ways of patients communicating with us. Some patients prefer to be contacted by email, phone or by post, this could ultimately be affected by the fact that some patients can't communicate with us due to being hard of hearing, or having difficulties with vision for example. We discussed this new policy in our last staff meeting and we will add this question as a new form on our patient registrations, existing patients will also be asked this question.

We have to identify patients with difficulties with hearing and vision so that there is an alert on their records making it easier for staff to communicate with such patients. This also makes it easier to arrange extra services which can be provided to them such as travelling and interpreters.

We will make an update about this new policy on our website.

There are also some changes about new patients that are looking to register at a new GP surgery.

Under the new NHS policy GP's cannot refuse registrations based on whether they are refugees or if they don't have identity documents or proof of address, the reason is most likely because these patients are going to A&E rather than seeking help in primary care and therefore this is an attempt to reduce costs in secondary care.

Our catchment area will still be in use, although before we could ask for proof of address, however under new NHS policies if someone claims their address is NW6 for example and can't provide proof we have to take their word for it and can't refuse their registration.

If a patient lives outside our catchment area we are allowed to refuse registration due to home visits being difficult to arrange for such patients.

There are patients who are blacklisted from NHS services, such as for criminal offenses, if we register these patients they will be automatically refused by NHS and removed from our list.

We cannot refuse applications due to race, illness or any other form of discrimination, there is however no contractual obligation for us to check identity or residence information unless the practice has reasonable grounds to decline, we therefore cannot say no to a patient hoping to register due to a lack of identification documents.

A patient does not need to reside in the country for free primary care. Essentially all asylum seekers, people on work visas, those who are homeless and oversea visitors, whether in the country lawfully or not, are eligible for primary care. However these types of patients are still not eligible for free secondary care, we are however concerned that all patients with NHS numbers are eligible for free secondary care and under these new policies the door is open for anyone to register at a GP surgery and therefore receive an NHS number.

### **Saturday clinics and GP Federation Home Visit Service**

If there is a situation whereby you call the Practice but can't get an appointment in a timely fashion, for example due to high demand, you will be offered Saturday clinic appointments.

There are three clinics one is West Hampstead, another in south London and another in King's cross.

If anyone wants to book an appointment for a Saturday clinic they can call the Practice to arrange it or they can call 111 if the Practice is closed. If anyone needs help and aren't sure about what to do they can always call 111 for advice.

This Saturday service is for routine appointments only and not emergencies. An appointment has to be pre-booked and the service has other services as well as Doctors such as nurses that can do travel vaccinations, ear syringing, dressings and all other procedures that a practice nurse can offer. The service is very useful however the only issue is that the service operates in Practices which are quite far to travel to for our patients.

There is also a home visit service available to us where if a patient requests a home visit we can book them with the GP federation for a GP outside of our Practice to visit and assess them. This service is known as an over 75 service however we can book patients who are under the age of 75 as long as they are housebound.

### **Discussion about Reception**

Sometimes the wait for the phone line can take a long time but it depends on the time of the day that the call is made.

During the first hour and a half of the phone lines opening it is very hectic due to the demand for emergency appointments.

We advise for patients to call around 10 am or half 3 in the afternoon if they have a query about referrals as this will allow us to free up the phone line during busy periods.

The phone lines are answered by two people and there is a rule that Reception always has to have one person on it so that a patient never finds Reception to be empty.

We advise for patients to cancel their appointments if they know they won't make it. Even if it's 1 hour notice we can still find another patient for this appointment very quickly, we promote this kind of activity to reduce the number of wasted appointment slots.

### **General Closing Points**

Duty doctor is usually covered by Dr Hanosh on Monday, Tuesday and Wednesday whereas Dr Khan is usually the duty Doctor on Thursday and Friday. Despite this all Doctors are allocated emergency appointment slots in their sessions to cope with demand.

We need to bring in more PPG members and we will most likely put posters up around the Reception area to promote the PPG.

It was requested that we make a breakdown of the different age groups registered at the Practice for the next meeting.

It was suggested that we meet again sometime at the end of March for the next PPG meeting.