

**Minutes Patient Participation Group
March 21st 2017**

Present:

Dr Hanosh – General Practitioner
Mrs Wood – Practice Manager
Mrs Talines – Deputy Manager
Mr Al-Tamimi – Administration Staff

Mr MK – PPG member
Mrs MK – PPG member
Mr N – PPG member

Agenda

1. General Opening Points
2. New Homeless Enhanced Service
3. Online Access Service
4. Physician Associate
5. General Closing Points

General opening points

As per previous discussions Saturday/Sunday clinics can be booked through us for GP or nurse appointments, this is known as the extended hour's service and is provided by the Haverstock GP federation.

Due to a new NHS policy we cannot deny registration to anyone based on their lack of identification documents or proof of address.

New Homeless Enhanced Service

From the 1st of April we will begin registering homeless patients under a new enhanced service which will result in a larger amount of clinical work as well as extra work for our reception/administration staff in the form of handling new registrations, the Practice will be paid for signing up for this service to account for the extra service/workload.

When registering homeless patients we must check that they are residing within our catchment area, such as at a friend's house or hostel. If they have no address at all, when registering we can enter the Practice's address as their address.

We will provide support for them, a special type of health check will be provided for them by our healthcare assistant. Any vaccines or treatment they need will be provided to them. This service is being rolled across all of Camden.

Online Access Service

We are now offering a new online access service which allows patients to have access to their medical records online.

With this new service patients can see their consultations, results and referrals.

To register a patient for this service we have strict checks in place whereby we must firstly identify that it really is the patient in question who is requesting access to the specified records. Therefore whenever requesting online access patients must present their identification documents as well as proof of address and before being granted access a Doctor will check their medical record and ensure everything is suitable for the patient to view online.

Physician Associate

We will have a Physician associate student joining us on March 27th. She is in her final year and will be working with us every day for nine weeks. She has expressed interest in working under us following the completion of her training.

At the moment there is a nationwide problem with hiring GP's.

In America they started this new job role to help with this issue, known as a Physician Associate.

They are university graduates, after having a degree in a bioscience-related field, such as biochemistry, they are then trained to become a Physician Associate. It is a two year training whereby they are specially trained clinically and as a result can consult with patients, as a Doctor would, but can't issue prescriptions.

They will discuss any issues with a Doctor and a doctor can then issue prescriptions.

Their position lies in-between that of a nurse practitioner and a Doctor. Their qualification is considered much higher than that of a nurse.

Our Physician Associate Student will be supervised by Dr Hanosh and every consultation she engages in will be discussed with Dr Hanosh to ensure the correct actions have been taken.

We have received many applicants for Physician Associates who are coming from/have been trained in America however in America a Physician Associate is usually trained to work in Secondary Care settings, such as Hospitals, rather than in Primary Care. As a result we would prefer to hire a Physician Associate who was trained in England.

General closing points

From the 1st of April there will be new legislation whereby if we have any foreign patients we are required to ask them to display their European card to be sure they are entitled to NHS treatment.

Camden CCG runs a PPG forum and are looking for a representative in the West Locality, we suggested the idea of putting themselves forward to Mr MK and Mr N.

The Camden PPG forum has quarterly meetings where they discuss what services are needed in this specific area, the meetings are usually held in Stephenson House in the NW1 area.

Mrs Mk loves being able to order her prescriptions online. The electronic prescription service (EPS) is being pushed to patients as a lot of our patients aren't aware about the service and is a very useful service which is convenient for Doctors, pharmacists as well as patients themselves.

For all new patients a form was enclosed that explained what the PPG was and whether they would want to join to help boost our number of PPG members.

At the moment we do not have a nurse. It's unlikely we will find one, due to a national shortage of nurses at this moment in time; however we are aiming to fill this spot with a Physician Associate which is a higher position than a Practice Nurse. For example can administer a child vaccination service and give a simple first stage management plan for common conditions.

We also have a very qualified healthcare assistant who is able to provide a wide array of services. For blood tests we have a phlebotomist and our healthcare assistant can also do them.

Hiring a stable long term Doctor is difficult because we have to find a Doctor who is right for the job.

A lot of GP's choosing to leave the country and work elsewhere due to demands GP's face when working under the NHS. Retainer schemes are in place to encourage retired GPs to return to work to help with this issue.

Our Practice has always been one of the best performing Practices in Camden, and even with Dr Hanosh taking over as a partner in a locality that is completely new to her, that high standard of achievement and care is still being met.

Our building lease is coming to an end however we will be moving into a new building as part of the Abbey redevelopment project. The site is ready and all that is needed is for the building to go up. Our current building belongs to Camden Council and they are obliged to provide us with another building or accommodation.

Our current health centre is being considered for refurbishment and repainting due to the delays in the Abbey redevelopment project and as a result redecoration will most likely take place.

Our next meeting will be towards the end of June or beginning of July.