

**BELSIZE PRIORY MEDICAL PRACTICE
MINUTES OF PPG MEETING**

1st, November 2019

Present:	
Name	Title
Dr Nabila Hanosh	GP Principal
Mrs Maryla Wood	Practice Manager
Mrs Janet Taines	Deputy Practice Manager
Miss Zena Al-Tamimi	Admin Clerk
Mr H M	PPG Member
Mrs R S	PPG Member
Mrs A A	PPG Member

REVIEW AGENDA	1.	The new build project for the health centre
	2.	General Feedback from PPG members
	3.	Improvements in the Practice
	4.	Website to be updated
	5.	New Practice changes
	6.	General discussion

AGENDA ITEM	Discussion
1. The new build Project for the health centre	<p>We received a drawing of the new build from the council. The drawing is displayed on the walls in the health centre near the main entrance.</p> <p>PPG member's initial reaction was very positive. There will be a lot of open space and sunlight through the building. The GP Practice will be on the second floor of the building accessed by stairs or a lift.</p> <p>The build is scheduled to start in 2020 with a completion date yet to be announced but most likely 2020/2021 Winter time.</p>

	<p>There won't be a Dental service allocated to this build.</p> <p>There will be the same services: District nurses, Podiatrist, Health Visitors, Community services etc.</p>
<p>2. General feedback from PPG members</p>	<p>Dr NH, MW, JT opened the floor up for some patient feedback from the PPG members.</p> <p>JT thanked the members for attending the meeting and welcomed new PPG member RS. She explained the PPG meetings are there to gain feedback and help the Practice improve through regular communication with the patient population. It is an informal meeting where patients are made aware of new services or Practice changes.</p> <p>Reception staff asking patients for the reason of their appointment on the phone PPG member AA began the discussion with querying why the reception staff ask patient's for the reason of their appointments. This is for routine and emergency appointments. Some patients do not like to be asked or do not think they need to be asked why or what the reason for the appointment is for – they think it is in their right to simply call in and be offered an appointment.</p> <p>Staff response to this –</p> <ol style="list-style-type: none"> 1) Receptionists are trained with a triage system which is used to ensure the patient is booked the most appropriate appointment with the most appropriate member of staff. 2) For emergency appointments, there is only a limited number that the Practice can offer in the morning and afternoon therefore the reception staff have to know the reason for appointment and allocate the emergency slots to ONLY emergency issues 3) The patient may need to see a nurse or healthcare assistant instead of a doctor or their query could be sorted out with a telephone call with a clinician for example; therefore the reception staff can't help or direct the patient unless they know the reason for the appointment and information about the issue. 4) There is weekly training for reception staff being done and asking patient's what the nature of their appointment is discussed and should be asked for all patients that request appointments. It is also useful for the clinician to have an idea of what the patient is coming in for. 5) When patient's call the Practice number they will hear Dr NH's voice on the greeting. In this greeting she states that receptionists are going to ask you some personal questions to ensure you are directed correctly. This should make the patient feel more comfortable with sharing information with none clinical staff. <p>Some patient's don't want to give reasons for their appointments as they only wish to discuss themselves with their GP – this is of course in their own right to choose to do this.</p>

	<p>Continuity of care Patients can often get frustrated that they cannot access an appointment or follow-up appointment with their own GP or chosen clinician due to waiting times. Sometimes patients get frustrated with seeing Locums for example who don't know them- this is especially the case whereby patients have complex long-term illnesses and they feel that they have to explain their situation to new clinicians each time – it is counterproductive.</p> <p>Staff response- It can happen that the clinicians are unavailable on trainings or meeting etc, and the Practice must have cover for when these clinicians are absent. Locum GP's are qualified and the necessary documents for practicing medicine are received before the GPs are employed. The locums have access to the patient's full medical records so they can give the same service that the patients regular GP or Physician Associate can.</p> <p>Physician Associate role in Primary Care The members are satisfied with the care they are receiving from the Physician Associates – we currently have two employed. The PPG members understand the role of the Physician Associates – which is that they can deal with all issues a GP can and they are always supported with an allocated GP for any queries or prescription requests, as prescription requests cannot be issued by them alone (they are not prescribers).</p>
<p>3.Improvements in the Practice</p>	<p>Access to the telephone line and appointments has significantly improved.</p> <p>The access to the telephone line is mostly due to appropriate staff training and a new phone system which staff have been trained to use optimally.</p> <p>Benefits of new phone system -Conversations are all recorded with these telephones which is useful for staff trainings or for misunderstandings that may occur between staff and the patients. -There are options available for patients to choose when they call- for example if they wish to discuss a referral there is an option for this which will direct patient's to the staff member who is the referral lead. -Reception staff are spending less time on the phone which is beneficial and means all patients can receive our service as quickly as possible – lowering their waiting time on the phone. We can now see how many patients are waiting on the phone which gives incentive to the staff to deal with each call as quickly as they can. -There is an option for receptionists to call patients back if the phone lines are too busy and a patient cannot wait.</p>
<p>4. Website to be updated</p>	<p>The website has had a new format for some months now.</p> <p>The Practice will aim to keep this updated and add self-referral information on it for services in Camden.</p>

	<p>Information has been added to the website recently regarding registering patients who are outside the catchment area of the Practice. This will be convenient for patients who work in Camden for example and would rather have a GP Practice in a Borough that they work in for easy access to their appointments or Pharmacies to collect medication.</p> <p>The website has also been updated with a Flu season promotion.</p>
<p>5. New Practice changes</p>	<p>There are now three part time GPs who work each week – this does not include Dr NH.</p> <p>There is Dr CC (male) who works on a Monday</p> <p>Dr NR (female) who works on a Thursday.</p> <p>Dr SK (female) who works on a Friday.</p> <p>Accurx system There is a SMS service on the computer system in the Practice. This allows staff to communicate with patients via text message if the patients have consented for this. The staff can check if the message has delivered or not too to ensure all messages are correctly sent. This is a good way to communicate with patient's quickly if we have attempted to ring them and not been successful – also it is more convenient than sending letters to patient's home addresses.</p> <p>DNA – DID NOT ATTEND When patients do not attend their appointment booked with the Practice, the receptionists send a standard DNA template message via the Acurrx system to the patient informing them to call and cancel their appointment next time if they know they cannot attend. This should improve access to appointments for other patients and reduce wasted appointments.</p>
<p>6. General Discussion</p>	<p>Patients can give their feedback to the Practice on the NHS patient choices website – all feedback is welcome. A member of staff will reply to this feedback.</p> <p>PPG members will be invited via phone call and letter next time as a lot of the members that did confirm attendance via telephone have not arrived to this meeting.</p>

Next Meeting: January 2020

