

## **MINUTES OF PPG MEETING HELD ON MONDAY 20.03.2023 AT WENTWORTH GROUP PRACTICE**

ATTENDEES: DR PATEL, DR MISTRY, DR AHLUWALIAM, JIGNASHA PATEL, KATRINA COLLINS-WGP

PATIENTS: SUSAN MARKS, RUTH KISSIN, GITA KHARICHA, MARGARET WEISS, STEPHEN FREEDMAN, WENDY RUSSELL BARTER, LIONEL KNIGHT, CAROLINE GOLCHEWSKI

### **1. WELCOME AND INTRODUCTIONS**

Introductions were made by all named attendees present.

### **2. UPDATE ON PRACTICE**

- a) Premises Update - AP described the building works anticipated for the practice. Works are due to complete in reception next week which will provide additional space for all reception team to work together which will increase efficiency. Increased space will be made available for a third floor with additional provision for further works at the rear which will start with Portacabins for staff to work during this period. It is anticipated works will be completed by early summer next year.
- b) Staff Changes - AP introduced Dr Leena Mistry who gave a brief description of her background within Barnet before becoming a GP Partner at Wentworth. and her current working days of Mon, Tues, Wed, and Thursday at the practice.
- c) AP introduced Dr Sanjiv Ahluwalia who described his role as supporting partner to Drs Patel and Mistry together with his role as Dean of a Medical School outside London. Wentworth Group Practice is now a training practice and has progressed from receiving students to GP Registrars who will spend their last year at the practice before qualifying as a GP.
- d) Dr Surendra Patel – AP advised that he will be retiring from clinical duties on 01.04.2023.
- e) Business Manager – AP introduced Claire Shea (in her absence) together with the two Practice Managers Jignasha Patel and Katrina Collins who joined in February 2022 from Derwent Medical Practice. AP advised as Wentworth now have a total of 68 staff PM roles are now divided up between Finance, HR, Communications and Staff.
- f) Doctors- AP described the national difficulty of trying to recruit doctors. As a practice we prefer to see as many patients as possible in person, not just remotely and actively recruit doctors who share this view. An active recruitment plan is in place with interviews taking place this week and next for a further two doctors.
- g) AP confirmed Wentworth is currently working within the required Patient to Staff ratio of 120 appointments per 1000 patients per week

### **3. MERGER**

- a) Previous partners at Derwent stepped down on 31.07.2022 and on 01.08.2022 Drs Patel and Mistry became GP Partners at Derwent. Currently running as two separate sites with two separate EMIS systems which has been challenging. Work is ongoing to merge the two EMIS systems by July 2023. Back-room staff such as Reception Teams and Admin have merged successfully and in addition new staff have been brought in to prepare for the Merger.

- b) Benefits of the merger – This will include an increased variety of skills offered within the practice to include a larger Nursing Team, Prescribing Team and Physiotherapy appointments offered in house.

#### PATIENT QUESTIONS

- Can I see a doctor after the merger? **Answer-** yes with the increased doctor appointments available from the Derwent practice site.
- Can I see a doctor of my choice? **Answer-** Once the merger takes place a Doctor timetable will be added to the website so patients are able to see when their regular doctor is on site.
- What is the Derwent Practice current list size? **Answer-** 5500
- What infrastructure is being put in place to support the increased number of patients? **Answer-** Increased number of Doctors, multi-disciplinary team to include Prescribing Team, Nursing Team (which will include Advanced Nurse Practitioner, Practice Nurses, Trainee Nurse Associates, Health Care Assistants), Physiotherapy appointments, Administrators and Receptionists and further Medical Secretary support. The above will further increase capacity eventually all on one site.
- Telephone System – Patients requested that a numbering system be put in place in order that they can be updated where they are in the telephone queue. **Answer -** AP advised system under review as aware the current system which is used nationwide falls short of what is required. Patients to note that existing contract has a notice period to service prior to any changes. AP advised telephone data reflects Monday-Tuesday- very busy, Wednesday-Thursday (good for routine appts), Friday very busy as patients keen to be seen before the weekend (use further escalated before Bank Holiday weekends)

#### 4. E-CONSULT

The above process is due to terminate in April. This will be replaced by a new system called KLINIK which is an A1 System widely used in Scandinavia with a proven success record. It is a triage system that interacts with patients using specific skill mixes to allocate the patient into the right place initially. AP suggested a trial run with PPG members in order that the system may be fine tuned which was greeted enthusiastically by attendees. AP will send an email closer to the launch date to notify.

#### 5. PPG MEETINGS

AP acknowledged that due to Covid and subsequent recovery timetable within the NHS it had been considerable time since the last PPG meeting. He is keen to resume these on a quarterly basis and all attendees agreed. The next meeting will be held on 28.06.2023. Caroline Golchewski kindly agreed to act as Chair of the Patient Participation Group which was gratefully accepted by the practice.