

MINUTES OF PPG MEETING HELD ON WEDNESDAY 28.06.2023 AT WENTWORTH GROUP PRACTICE

ATTENDEES: PATIENTS - LIONEL KNIGHT, MARGARET WEISS, STEPHEN FREEDMAN, HILARY KATES, MAXINE SELSDON. STAFF: DR ANUJ PATEL (GP Partner), KATRINA COLLINS (PM), AMANDA PRITCHARD (RS).

1. WELCOME AND INTRODUCTIONS

Introductions took place and were made by all named attendees.

2. PPG

Discussion regarding possible set up of committee within PPG with either a yearly or revolving Chair. This format has proved successful within other practices. Decisions would have to be made on the purpose of the committee and its purpose. Dr AP advised he would give the matter some thought in preparation for the next PPG meeting later this year.

3. KLINIK

KLINIK commenced at WW on 15.06.2023. This is an AI 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. SF provided patient feedback to meeting. In view of short time space since starting KLINIK will be discussed further at next PPG meeting. At present triage is available until 3pm but it is hoped to improve this eventually to 6pm each day. E-consult has considerably more admin to go through whereas KLINIK with its Red/Amber/Green helps to prioritise. Cancer patients are prioritised, and regular searches are carried out within practice to flag up newly diagnosed patients.

4. MERGER

AP confirmed dates for the above. Contract date is 01.07.2023 and the EMIS Merger will take place on 10.07.2023 which will mean patient notes for all 3 practices will be under one system. Existing staff will remain the same and further clinicians and reception staff are currently being recruited with success. 3 additional doctors have accepted roles who will provide the practice with an additional 14 sessions per week with further interviews planned this month.

5. SITES

Derwent Medical Practice – NHSE/CQC advice is this site is no longer fit for adequate primary care services with limited access for disabled patients however this will be kept open until the necessary extension works are completed at Wentworth Medical Practice.

Wentworth Medical Practice – It is planned to add another 3-5 clinical rooms at Wentworth and utilise Audley End Practice for further administrative purpose. Patients raised the possibility of WW using FMH however AP advised that at present it was not financially viable for primary care purpose due to the expensive rent and service charge.

6. PRACTICE SERVICES

AP outlined the various teams that will be rotated across all three sites to include: Nursing, Clinical Pharmacist, Physiotherapist, Phlebotomy. Wentworth will now have around 20,000 patients which will provide the ability to influence local services and what may be available for the patient population.

7. CONTINUITY OF CLINICIANS FOR PATIENTS

MS raised the above issue and reported it was difficult to continually discuss past medical history with different doctors each time. AP recognised that locums are not always able to provide follow up and gave session time details of the salaried doctors employed by WW. Names of doctors for all sites are also now on all practice websites for patients to view. Dr Sergio de Cesare has been at Derwent since January 2023 will remain on site for the foreseeable future to provide further continuity for patients at the practice. AP advised as WW now a training practice it is hoped that further continuity will be expected as the existing GP Registrar is expected to remain after her GP Registrar year is completed at the practice. AP also noted 2 further partners have been added to the practice Dr Sanjiv Ahluwalia and Dr Leena Mistry.

8. PATIENT ACCESS

AP confirmed only hospitals within NCL have read only access and the practice is only able to see appointments and test results only within NCL. Patients can view all letters and results through Patient Access.

9. COVID IMMUNISATION PROGRAMME

AP reported this was now carried out centrally with PCN working down the usual cohorts. It is now completed for this Spring/Summer and practices are awaiting further updates for Autumn/Winter which will be shared with patients via the practice websites. Patients can dial 119 for information on COVID. Covid-19: WHO declares end of global health emergency.

10. REPEAT PRESCRIPTIONS

SF queried the above. AP confirmed that repeat prescriptions can be removed without discussion with patient. If you have not picked up a script for a while – EMIS removes this. AP advised patients to use 'Add to variable use' and this will prevent this occurring. AP further advised that prescriptions are reviewed by the Clinical Pharmacist who may not dispense if further tests are required.

11. RECEPTION TEAM

Positive feedback received from patients regarding standard of reception team which now has improved communication routes for patients.

12. SURVEY RESULTS

HK queried where the above results were sent and shown to patients. AP confirmed this was led by NHSE who implemented the surveys and subsequently received the results back

themselves and then shared with the practice. Also letters regarding the merger were sent out centrally from NHSE.

13. TELEPHONES

AP highlighted the patient choice to press 5 for the call back. Patients will still retain their place in the queue.

14. APPOINTMENTS

AP confirmed appointments are staggered throughout the day up to 3pm and there are plans underway to extend this until 6.30pm.

15. STAFF LIST

Patient feedback requested names of staff to be added to website. Many staff names are added however it is the choice of individual staff as to whether their full names can be added – as a security measure. Practice is unable to enforce this without staff consent.

16. PPG MINUTES

AP confirmed these will be sent to all members of the PPG.