Minutes for Southcote Clinic Participation Group (PPG) Meeting

**Friday , 17th November 2023 – 1.00pm – 2.00pm Face to Face meeting**

**Attended by: Magda Mazus (PM); Denise O‘Brien ( PCN Social Prescribing Link worker) ; PPG Members: Linda Bedford; Hazel Fischbacher; Edmund Mcdonagh; Suhas Sawant**

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|  | **Meeting Subject item** | **Discussion** | **Actions assigned** |
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| **1.** | **Welcome and introductions** | Meeting attended and chaired by Magda, Practice Manger, Denise O’Brien, guest speaker- PCN Social Prescribing Link, 4 PPG members attended as above. Magda welcomed everyone and thanked everyone for attending the meeting. Everyone present introduced themselves. Dr Mitesh Kakad introduced himself as a new Partner at Southcote, however was unable to stay for the rest of the meeting. |  |
| **2.** | **Updates re Surgery staff/PCN :** | **Surgery update – Magda Mazus**   * **Staff changes in the practice-** Magda updated the group about recent staff changes in the practice .Our two new GP partners are Dr Asoka Wijayawickrama and Dr Mitesh Kakad, Magda went over all clinical teams currently working in the practice, including regular locum doctors , nursing team and phlebotomist. All our staff details are regularly updated on our website. Practice currently hasn’t t got any Salaried GPs in post, we are actively recruiting however it is proving to be a challenging process. * **Phlebotomy-** phlebotomist in the practice raised few questions around phlebotomy. Magda explained that practice is offering one day a week phlebotomy service since January which cannot be increased due to the capacity issue in the practice, therefore sometimes the waiting time for an appointment can be up to 4 weeks. The practice feels that is still the better system than it was before via our PCN. There are still other options available for patients like extended hours hub in Eastcote HC which offers evenings and weekends appointments and Uxbridge HC offers weekends appointments for our patients, these appointments are bookable by the practice only. There is also an option for patients to attend MV hospital, ONLY if the bloods are deemed clinically urgent and the request is prepared by the GP as urgent. One member stated that it is reassuring that if routine appointment is booked for bloods they are not deemed urgent then. * **PCN staff –** more updates about PCN staff in section 5 |  |
| **3.** | **Patients’ Feedback, NHS survey results** | Magda shared the feedback that the practice gets from the patients, explained different ways that practice gets the feedback from, via Friend and Family Test that is sent automatically via text message after the appointment in the practice for patients to comment on the service. Patients can also provide verbal or written feedback. Feedback is always generally very positive about our services. Magda shared the results of the most recent GP survey results from July this year. Practice did really well, practice scored above 85% in all questions about access in the practice and above 95% in all questions about appointment experience. Summary of that feedback is also available on our website.  One PPG member raised a question about online consultation PATCHS that we are currently offering, the question was why the PATCHS are not available during the weekend and later in the evenings. Magda explained that the online system is capped depending on the capacity in the practice. Most of patients that submit online consultation still need to be allocated an appointment in the practice either telephone or F2F.It is not safe for practice to receive online consultations when we are closed and we do not have capacity to receive online consultations throughout all day either.  Other PPG member raised a question what provision practice has for deaf patients to book appointments, especially patients who live independently and do not have carers with them to help with booking. Magda stated that we do not have deaf patients registered at the moment but we do have few patients with impaired hearing. Magda will take this question away and update the group with the solution moving forward what provision the practice will put in place for that group of vulnerable patients. Denise also mentioned that she is working with the patient with similar needs in another practice and she will be happy to share the plan. Magda did not mention this at the meeting but would like to add that the practice has portable hearing loop available in reception for patients to use when they come in to the surgery. |  |
| **4.** | **New telephone system** | The practice has change a telephone system last year in October, the new system provides us with lots of useful extra functionalities including:  -queue position announcements- patients are told the position in the queue and as they are progressing in a queue  -the practice is able to monitor the peak times of the calls and adjust the staffing if necessary to help with answering the calls  -call back facility –this has been recently switched on for our patients and is proving to be very successful, the patients can choose if they stay on the line while queuing or the system can offer them call back, whilst retaining the position in the queue so patients do not have to stay on the phone during busy periods  -Magda forgot to mention this but system is also integrated with our clinical system providing the number of benefits to both the practice and the patients  PPG members agreed that it is a good system and the feedback is very positive improvement for the practice. |  |
| **5.** | **PCN staff working in the practice** | Southcote is part of Celandine and Metrocare PCN (Primary Care Network) that consist of other 10 local practices. We have a number of staff working for our PCN and they are Clinical Pharmacists, Health and Wellbeing Coaches, Care-Coordinators, Social Prescriber Link Workers, First Contact Physiotherapist, Mental Health Nurse, Advance Nurse Practitioner. We have GP assistants to work with our teams and plan to recruit one for each practice. The practice has not got one yet.  The team work alongside the surgeries and complete their SMI (mental health) Reviews, Learning Disability Reviews, Asthma Reviews, supported with Pre- Diabetes Reviews and Diabetes Virtual Group consultations. Patients might get phone calls from PCN staff members inviting them for their reviews or special clinics.  Denise also mentioned that there is a PCN PPG group that meets quarterly. PPG member is invited from each practice to represent and share feedback with the rest of the group afterwards. Magda will share the details of the next meeting which is on Friday 1st December.  Denise discussed the Older Peoples Assembly and that the steering group would like more residents to join the team. Denise to pass the details to Magda who will share with the group. |  |
| **6.** | **Agreed action plan** | * Keep the PPG active with at least one annual meeting F2F, the suggestion was made to organise next meeting in the evening at 6:30 when surgery close to increase attendance * Magda will keep the group updated quarterly virtually with any changes / feedback requests about services * Some emails might be sent asking for comments/suggestions in the meantime * Magda will distribute the meeting minutes to the rest of the group via email, minutes will also be added to the practice website |  |