



Minutes of Patient Reference Group Meeting - Wednesday 26th May 2021

In attendance: Michael Ginsbury, Mike Hogan, Linda Humber, Michelle Morrison, Alan & Marion Froude, Beverley Herbert, , Emma Harris

Apologies: Dario Dabrowski, Briony Ladbury

Welcome

Introductions of the group both on site and via zoom. Flemming said thanks to all for joining and attending, but need to get more patients involved, Flemming/Roma to look into inviting more patients.

Dr Yusuf Rajbee in surgery but will try and join later.

Logo of practice has changed

Fleming thanked patients for their support during the last 18 months of pandemic but now there is light at the end of tunnel.

Covid update

Last data received on covid at practice was 5k vaccines. Patient list size now 13,000 patients grown by 756 in last 10 months, this causes more pressure and this will result in challenges.

Fairfield Halls vaccines have now been completed by the surgery; we were delivering 460 – 490 vaccines per day. Portland will continue ad-hoc giving vaccinations at the surgery, we are providing additional help to the whole of South Croydon, care homes and house bound patients as and when required. We are delivering more than the average across the board.

Under 50 age group will go to mass centres which will release our staff to do more in surgery.

We are now preparing for wave 3 in June end July mainly in community less in CUH need to support across Croydon.

Booster vaccine may be coming out in December but this has not been confirmed.

Slots given out at surgery are done by informing patients via text messages and then a follow up call if patient has not responded. This is working well, but again takes more staff away from normal duties.

Although doors are still closed if patient needs a blood test, they can advise us and can still be done here.

Dr Yusuf Rajbee joined meeting his first since becoming Snr Partner, he introduced himself.

Informed group that Dr Almas Rehman had left the practice but was still working remotely from Scotland where she is now living as got married earlier this year.

As a Snr partner Dr Rajbee is leading practice forward and very proud of the team efforts made by all staff at Portland to keep the practice flourishing. We are striving to improve the practice and are very grateful for patients who are willing to engage.

He mentioned 'digit' care and future generations of patients who will lead the way. Digital patient of any age could be a larger cohort of patients going over to these providers. We are dependent on registrations of patients to give us our funding for future care of the community. Some digit services are trying to take over other practices and their way of working, we are trying to do better at Portland. Some services don't work as well as they could, Dr Link not perfect but this was commissioned by South West London, we are reinvesting back into our practice and will commission ourselves – this is in the pipe line.

Dr Rajbee has now been at the practice for 8 years and a partner for 7 of those involved in managerial tasks, also a chair of Croydon collaborative.

Dr Rajbee asked if there were any comments:-

Marion Froud – happy with service

Beverly – happy as was seen face to face

Medical Records & Data Sharing

Patient can now have their own access to their medical records this can be access and seen on line, they would have to request. Joanna will be dealing with this at the surgery. The patient would need to inform the practice in writing and they would be directed to an NHS app to see their records.

New patients when registering will automatically be able to see their records on line, but again will need to request.

We are still using Dr Link but will change to another service which have good functionalities, this is still in process.

Regarding data sharing - patients are concerned but we have not been informed if we have to approve i.e. hospitals and other providers – you can decline sharing your data but if you want hospital to share your records, they will need your agreement.

Our call rate has increased by 55% gone up 9-9500 a month.

Questions asked regarding secondary care, physio – this has not been working well with Connect Health. We do have a physio here 2 days a week for acute only.

Abuse at the surgery has never been tolerated FJ will contact patient with 1 yellow card on the first offence and then patient will be deducted. We did have a patient who was not happy with the service and knocked on front door, he was barred as wanted to assault Dr.

Maintain current working method, 1st contact will be via telephone, not all patients need to have F2F, but if they do, they will be seen. Remote consultations give each patient approximately 3 mins more GP time because there is no walking back and forth for the patient or Dr

Some patients want to go back to how it used to be, but with the new platform and duty Drs available at all times to catch up on admin work as well as contacting patients, we have received improved response.

To improve medical management, we are recruiting additional support in the pharmacy team.

'Klink' a new navigating system - the link was passed out to all members of the group - Emma liked the boxes but mentioned some views don't match criteria, it's not up and running for children as yet, each category needs to be improved.

You do not have to register with 'Klink' unlike Dr Link, use triage tool this will gather information for Dr before they speak to patient, reception can do triage as well.

Emma tried on mobile which was not as good as desk top, lots of symptoms on search tool. Free text to explain issues, if any other symptoms it will ask patient to add extra info. Still highbred and not as many questions but flexible, plus free text. System needs to be worked out re appointments and booking appointments this is in the pipe-line

Test results can be seen but if any problems reception will try to answer.

Medication? Email requests will be cancelled after August, patients will be encouraged do repeat prescriptions via chemist or on line, if queries go to pharmacy team.

May discontinue 'Chat' – LH said Chat was easy – need to click medication and use that.

MF - had query regarding repeat prescriptions which have changed over the past few months – will pass query on to Ghizlane – practice pharmacist.

AF - query over different tablets on prescriptions happy that Ghizlane sorted out for him.

MG – Ghizlane to contact regarding prescriptions.

Using 'Digit' access will enable more patients to use, if patients do not have access will still need to contact surgery, younger patients more likely to use system.

1st July going live with 'Klink'

Staff changes

Dr Stephanie Colbourn will be leaving 1st August she is going back to USA.

Nurse Mykeala – left has moved to Brighton

Sarah HCA off on maternity leave - news in - she had a little girl on 28th May weighing in at just over 5lb, mum and baby Aniyah both doing well.

Dr Rachel Tunbridge will be joining the team on 14th June she will deal with all care homes and housebound patients within Croydon.

More GPs are coming soon

Mehak – Physician Associate will join in September and will work alongside GP

Claire Alajooz is out Physician Associate now working at the surgery

Heba will be our 3rd member of the pharmacy team

Interviewing for 1 more receptionist and HCA/nurse to join

We do have external support and a pool of people can help if needed

Dr Rehman and Dr Colbourn will still help as and when required

Dr Syma already working at the surgery

LAS (London Ambulance Service) paramedics helping for F2F

Paramedic we now have Dawn, Joanna and Harriet

Community pharmacist from Fishers now helping at surgery

We are the only practice in Croydon being used on a pilot for CAMHS kids under 18, once a week counselling at surgery

Nurse Jo will help teach patients with acute problems, this will be similar to pharmacist

Primary Care Network update

Now biggest in Croydon, this will grow over year and improve care for patients. More services to be moved into Primary Care – host for all groups but we only get 6 practices

Primary care networks aim to move services into practices. We are the biggest in Croydon over 7 practices. 78,000 patients across the board

Building changes

FJ showed a slide of the new surgery building proposed, this will include 2 new floors on top of existing building, plus flats on roof. Car Park will be staying and buildings will be above

We do not have enough clinical rooms and staff are working from home so with extra staff joining need to improve the surgery.

There will be a lift in new building – clinical over 3 floors 3rd floor admin we aim to complete before 2013

Lynda asked if the doors were going to be opened soon – this is not scheduled for a while because at the moment still crowd control, we have stopped asking name or information from patient, just asking purpose to come in if space available – patient confidentiality. Everyone has right to come in if space to make appointment or bring in specimen

All our security systems are secure when logging on when working from home, we go through secure VPN, NHS not providing lap tops for everyone, so if working at home everyone will do a risk assessment and have to sign in and will be held accountable

Covid testing done by all staff on their 1st day at surgery. Kits available for everyone including those working at home.

Patient Feedback

Lynda – will patient still have to wear masks after 21 June? this maybe discontinued – speaking to a Dr easier without mask, it will be up to the patient if they want to wear a mask and maybe government ruling

Emma – do you think people would like this online system – not sure about communication, if not coming into surgery, new ways to inform patients

Lynda – alert on system re covid can use same facility need something in surgery to inform patients, people don't want to use Dr Link will they use this.

Extra funding required to implement a system like Klinik, but this was declined by the CCG, so PMC decided to pay out of own pocket to make improvements to patient access and workflow.

MH - appt to see Dr but seen with physio Victor (very good) then referred to MSK but another telephone call not happy as has carpal tunnel and needs to see orthopaedic can't be done on telephone call, patients not happy with MSK service.

Microphone need improving before next meeting zoom members unable to hear comments from back of room. This we are looking into and hopefully by the next meeting zoom members will be able to hear all the conversations.

Next meeting is scheduled for 5pm on Wednesday 26th August. We can accept up to 5 people in the surgery and the meeting will be run via zoom for those of you who join that way. Agenda and information regarding joining via zoom will be sent nearer the time.