



## **Minutes of Patient Reference Group Meeting**

**Wednesday 24<sup>th</sup> February 2021**

**In attendance: Flemming Jensen, Mike Horgan (Roma – minutes taker)**

**Via Zoom: Dario Dabrowski, Alan & Marion Froude, Emma Harris, Briony Ladbury, Michelle Morrison.**

**Apologises: Tracey Miller**

### **Welcome**

Flemming opened the meeting with thanking those that attended either via zoom or in attendance.

Overview from 14<sup>th</sup> October had been previously distributed and read.

Comments welcomed with regard to development of IT and information given how to go forward.

Covid vaccinations update given.

### **Workforce Changes**

Dr Jaimin Patel leaving practice that day after being with Portland for 15 years, we wish him well in his new ventures.

Nurse – Monique newly joined doing 30 hrs per week covering imms, cytology & chronic disease management.

Associates – Claire works remotely 99% with dermatology with Dr Jackson, taking telephone and video calls, going forward looking for 1 more associate to join practice.

Paramedics – Harriet is now full time at the surgery and covering chronic management in the Manse and Wilhelmina nursing homes. Joanna and Dawn PCN paramedics are working across 8 practices in Croydon; this will be expanded in April to cover home visits for acute patients.

New pathways for paramedics and how we can best utilise, Portland is heavily involved across S.W. London.

Patient Advisers – Joanna, Tay, Raymond and Alexandra who has a new responsibility which relieves pressure on VB.

Pharmacist – we have advertised for 1 other full time pharmacist. Sharon moving over to be a full time Pharmacist technician.

AT Medics has been sold for 4 million to USA company they cover 51 practices and deal with structuring their work load which is excellently received, they rely on pharmacist team, perhaps we can capitalise on their expertise.

Today Portland had another 4 London ambulance staff in attendance this will increase to between 6-8 thus giving advanced care programs at Portland.

Mike wanted to inform how pleased he was with Fishers pharmacy and service received; prescriptions can be given direct to save time.

Briony – pharmacist prescribers – Ghizlane can only prescribe within scope of practice, Sonia also a prescriber but have to stay within their realm, any issued to go to Sonia not Dr.

### **Partnership Changes**

Dr Almas Rehman has now left the practice; we wish her well in her new married life in Scotland.

Dr Rajbee is senior partner together with Dr Rogers and Dr Tomar who is our youngest GP but has good vision and wants a traditional approach together with new practice working for Portland, including adjusting workforce so no patient is let down with forethought of going forward in right direction. We do not anticipate any more partner changes in the coming months.

Our list size is up by 400 around 40-60 new registrations a month - equal to approximately 8 new registrations a day.

### **Covid**

Challenges – all staff are working hard to juggle Covid and practice work.

Grafts were shown showing telephone queue times, repeat calls taken, missed calls. We accepted just over 7,000 calls in January. All calls answered by reception are going up.

We have had to pull admin/reception staff off their duties to handle the Covid vaccine calls in some cases overtime had to be arranged but Portland are the 2<sup>nd</sup> best for vaccination and are dealing with between 220-250 patients a week. This in itself has been challenging with sending out text messages for patients to book their own slots but if this is not done staff have to follow up, this takes about 70% of their workload.

Care Homes – 63 vaccinated 3 to be done. We also cover Birdhurst surgery and Violet Lane.  
80 and above – 71 not vaccinated all received invites.  
75 – 79 – 40 not yet received out of 254 patients  
70 – 74 – including high risk – 440 not received out of 954 patients.  
65 – 69 – 5 not received  
60 – 64 – 91 not received

Sometimes difference allocation slots received at Fairfield to our AccuRx, we can send text messages and follow through with telephone calls.

Vaccinations - we never know from one week to the next what vaccines we will get Thursday we were informed it would be Oxford but then told Pfizer. Working through cohort 22<sup>nd</sup> March 2<sup>nd</sup> we are ahead of scheduled, offering 8<sup>th</sup> March onwards.

Michelle asked what procedure in place when vaccine changes, Astra can be kept in fridge for 6 months whereas Pfizer files are delivered in batches of 195 at a time and have to be administered within 2½ days this is more complicated as vaccine needs to be mixed and drawn up and are not as flexible. We don't have a choice on what vaccine we receive but usually both arrive. Tomorrow – Thursday – 33 patients booked for Oxford jab.

There is still a 12 weeks between immunisations. Your second vaccine has to be the same as the first. We are working closely with other surgeries Hartland Way and Stovell House both very good practices.

Fairfield Halls have delivered the most vaccinations to date. Second vaccinations scheduled to start this month with older people prioritised, providing we get enough vaccines we will be ahead of schedule.

Due to Covid vaccination programme the flu programme has been less effective as we had hoped.

Mike Hogan mentioned the amount of press coverage regarding Covid, and hospitals are sending out letters but we are governed by the slots available that can be offered and to the correct aged patient.

Marion mentioned they were very impressed with the Fairfield set up.

### **Clinical Update**

Flemming showed graphs regarding utilisation/appointments and that over 97% have been utilised even at pandemic level 4. We do not see anyone that is not urgent. Blood tests are not being carried out at present. Telephone and video calls working well with patients. Positive results with 0.7% DNAs. Thursday is the surgeries busiest day.

Jo our nurse has taken a telephone triage course and will be able to speak to patients regarding diabetes and minor ailments, which will free up GPs.

Next week we are starting level 4 – 8<sup>th</sup> March onwards

3-4 weeks ago we had 60% of staff off with related Covid symptoms. Staff were working from home, only 3 staff working in reception, staff not allowed to congregate in reception and no sharing of food. Hopefully back to some form of normality soon.

Briony asked regarding safeguarding. How the surgery is informed regarding safeguarding children issues, i.e. from health visitor. These are still done through normal pathway CAMHS.

- Specification for health visitor expected to liaise with health visitor – CCG wants weekly huddle only for elderly, if young are flagged up these are passed to mental health service.
- Dr Colbourn and Tay (admin) are safeguarding children team
- Query - is Croydon offering a good service, we do what we can under the present circumstances
- Health visitors are commissioned by local authority

Need to invest in safeguarding as we don't have the ability at present to search out problems. Smears are ahead of schedule. Flu targets met for elderly. Younger patients not interested in vaccine.

Cancer good results in follow-up of patients.

## **Feedback**

Michelle – not happy with Dr Link - in principle works fine but need to have more options regarding booking appointments – this is going out to tender in December. There is a video regarding this.

A T Medics trying to see if model and SWL would take on and commission with a new all-round integrated system. Which would be more effective booking, if new problem Dr Link tied by SWL who decides different routes. This could be out of sync for 5 years. Workings across practices need to be the same.

A T Medics allow for free text for patient's input, so could add comments.

Marion – when called Dr Link gave all her details, when Dr called back they did not know why they were calling patient. This is an issue and needs to be flagged up with Dr Link. Should have read through question on screen – they said could not be done – but can be. Heard this has been sold to a USA company – very frustrating.

Mike Hogan – received hospital letters suggesting patients go on line – not always possible – not all patients have online facilities but Marion has signed up for this and said it's a good idea. When hospital letters received included is this information on 'Dotpost', you can sign up to receive next document from them on your own online account, a safe and secure way the patient can receive information whether by post, email or text all secure.

## **The road ahead:**

Tracy is working with Dr Link to correct issues.

Working to see if blood results could be seen at home by patient.

Create a better system for ordering prescriptions – tracking to see when ready would help patients. Ideal solution, but require CCG support.

PCN network – 11 practices contacted regarding integrated care, moving more to secondary care to primary care we have been contacted by CCG if we are interested to expand workforce here, means revamping surgery. Extra floor for shared workforce. Extra building would be on stilts above car park, meaning more space for services. Portland surgery workforce will continue working throughout. May need more assistance regarding budget, flats an option/problem. Module built on top could maintain services, drawings ready next week. Working closely with Stovell House. This could start in the autumn.

Face to face appointments still going ahead, the front door will remain locked and patients have to ring to be allowed entry, patients have to wear mask and have to have appointment and use hand sanitiser on entry. Waiting room allocated for social distance rules.

Dr Rehman leaving card can be seen on our website or use the following link to add your comments in wishing her well:-

You will need to register but it is free - <http://www.tolbc.com/DrAlmasRehman>

New people always welcome at group, if members know of anyone who may be interested please direct to Flemming or Roma.

New blood pressure machine now at Portland. New chairs, couches and new TV soon to be installed.

## **Actions**

**Dr Link & A T Medics**

**Date of next meeting - Wednesday 26 May 2021 @ 5pm at Portland M.C. and via zoom.**