



PATIENT REFERENCE GROUP
MEETING – Wednesday 14th October 2020 - 5.00 p.m.
Minutes

Dear all

These minutes are not complete as Flemming Jensen admits to have misplaced the handwritten notes. To ensure this will not happen again, Roma will attend the next meeting and complete the minutes throughout the meeting.

I would like to say a huge thank you to all the Patients offering their time to attend these meetings.

I will ensure more structure around the meetings, minutes and actions moving forward are in place.

Introduction

Workforce Changes

Flemming Jensen BM since January and was met with CQC inspection and then COVID. It has been a very difficult time with many changes to the way we are working. All staff can now work from home and we are the only surgery in Croydon offering that routinely to all staff, including administration and reception. Our telephone system allows flexible working.

Vicky Bernard is now senior management support officer, supporting FJ and TM with the continuing management of the practice. She is mainly responsible for finances, policies etc.

Tracey continues as Operations Manager overseeing the rota, lists and any operational issues.

We are experiencing issues with enough GPs so therefore we utilize other Health Care Professionals to support our clinic. Paramedics being big part of the new workforce.

Briorny asks if this been tested before

FJ states that we do not have enough GPs so alternative use of skills must be explored and this is widely used in the rest of the country.

Michael raise concerns that paramedics are associated with ambulance and the fact is that when they work in primary care, they do not carry the same abilities in terms of equipment as an ambulance Paramedic.

FJ agree and we need to make more efforts to highlight the fact that Paramedics, like Nurses and doctors, have their individual competencies.

Partnership Changes

VB + PJ have stepped down as partners

Ravi Tomar start as Partner from 1/10 / 2020

Almas has announced she will step down in 6 months

Partners: Iris Rogers – Yusuf Rajbee and Ravi Tomar

Staff changes

We now have Tay, Laura, Raymond and Shakeela joining the patient advisor team

Further changes has been put in place, allowing staff to rotate into other administrative roles

Covid Update

System Changes - More online patient management and reduce footfall to the surgery. Will still see those who require a face to face appointment.

Nurses and HCAs still seeing patients, albeit at reduced numbers as well. More chronic disease reviews moved to telephone.

New telephone system that will allow all to work from home – X-ON : features - recording, data analysis, q – bot, adaptive voice mail. We do not routinely listen to calls and if we do, this has to be documented clearly.

The 'New' Normal

The new normal for Portland medical looks like we allow staff to work from home to a greater extent. We triage ALL patients before coming into the surgery, either by the GP over the phone or at the front door.

We push for video consultations, although not all patients are happy to do that. This will form part of the future normal.

GPs still see patients face to face and this must continue. Comparing with our peers, we know that we offer more Face to Face and alternative access to our GPs.

We cancel non urgent appointments for Nurses as we need to keep a safe working environment for all staff and a safe environment for our patients.

We Support the frail and elderly and have dedicated a lot of time to do telephone calls and offer support.

We will

Clinical Update

We are starting the Flu vaccination programme and see a good uptake of >65s. We offer Saturday clinics, Drive / Walk through. We offer incentives to staff to call patients in for their vaccinations. It is a lot of work, so we need to offer additional time and incentives to staff.

Clinical focus

The clinical focus through this part of the pandemic are Flu vaccinations, learning difficulties, Smears / Cancers, Safe medicine prescriptions and Care homes.

We have also allocated staff to perform Safeguarding calls to children and those at risk – All should all have had a call by now.

Group Sessions

We have started group sessions for diabetic patients. The uptake is not great, but we continue regardless. We are only incentivized to offer one session, but we have decided to expand and offer at least 2 sessions as we feel the results will be better.

We are also planning Group sessions for Hyper tension patients

Patient Feedback

- a. Look at Google and NHS choices
- b. Good feedback in general
- c. Some complaints, often misunderstandings and we do what we can to rectify.