

Holborn Medical Centre Patient Participation Group

Meeting of 12/09/2019

4pm at the Practice

From the Practice:

Chair: VHD, Minutes: OH, Sitting in: DOMC (registrar)

Others: CN, DD, MP, AR (Millman Street), HA

Minutes

1. Introductions

Members of the practice and attending patients introduced themselves.

2. Update on Practice

a. Primary Care Networks (PCNs) – VHD explained the directive from NHSE for GP practices to form primarily local grouping of between 30-50,000 patients. Holborn has formed a group with St Philips, Brunswick, and Museum practices, yielding approximately 35,000 patients across the four surgeries. The aim is for the practices to have a shared ethos, and employ further staff to work across the group. We already have a group Pharmacist, and will have a Link/Care Worker before the end of the financial year.

i. In answer to a question from MP regarding Social Prescribing, the new Link worker should help patients navigate benefits, help remind them of appointments, and general support, plus help patients access support from Millman Street Centre and, for example, MIND in Camden.

ii. AR (Millman Street Centre) has spoken to Dr LK from the practice, who has a special interest in the health of the Elderly. OH has added the Millman Street Referral form to the Clinical System.

b. Technology

i. Doctorlink VHD – explained the rationale for Doctorlink is to help patients self-manage, and give more autonomy.

ii. AccuRx SMS VHD – explained is a messaging system that enables clinicians to send text messages to patients re test results. VHD explained we have a robust consent protocol for recording consent for contact.

c. Partnership & Staff The Practice has taken on Dr JH as new partner, joining AJM & VHD. He is clinical lead at SPMC as well as clinical director of our PCN (see point 2a). We have new registrar DOMC (present), one nurse leaving whilst on Maternity, one returning from maternity, an ex-nurse (Advanced Nurse Practitioner) re-joining the practice, and our Healthcare assistant has recently fully qualified as a Practice Nurse.

3. Patient Feedback

- i. **Improving Practice Questionnaire** commissioned by the practice – 223 responders

Friends & Family (FFT) Collected at the practice/ posted online

NHS Choices Posted online at www.nhs.uk

GP Patient Survey Collected by Ipsos Mori on behalf of NHS England – 40 patients responded

The consensus from the multi-source feedback is that :

IPQ :

Positives: 79% of all patient ratings about this practice were good, very good or excellent. The practice performed strongly on areas such as recommendation, ability to listen, confidence in ability, explanations, warmth of greeting and respect shown.

Negatives: There was room for improvement in terms of patients being able to see practitioner of choice, seeing practitioners within 48 hours, speaking to practitioners on the phone, waiting time for appointments whilst in the practice.

FFT : Overwhelmingly positive - 97% of patients were likely or extremely likely to recommend the practice

NHS Choices : Reviews posted over the past year had all been 5 star ratings with positive comments about the practice, reception team and clinicians, except one rating of 1 star related to difficulty in patient getting a referral processed.

GP Patient Survey :

Positives: 89% of respondents say the healthcare professional they saw or spoke to was good at treating them with concern during the last GP appointment, 86% respondents described the overall experience as good, 93% respondents say the healthcare professional they saw or spoke to was good at listening to them during the last GP appointment

Negatives: 67% respondents find receptionists helpful, 56% respondents say they have had enough support from local services or organisations in the last 12 months to manage their long-term conditions, 25% respondents usually get to see or speak to their preferred GP when they would like to.

However it was noted that only 40 patients have responded to the GP patient survey, which may not be entirely representative.

In summary we are doing pretty well, but there is room for improvement. VHD highlighted the changes in the reception team, with the reception supervisor leaving the post for personal reasons and a greater proportion of temporary receptionists than we have had previously. The hope is that with a good induction process and ongoing training, with a stable reception team this will improve. Furthermore, with regards practitioners of choice, the practice has ensured that all GPs have follow-up slots and administrative slots in which they can speak to patients over the phone and also recall patients for continuity of care. We are also recruiting a link worker who should be able to increase awareness of local services. We will look to update our

website with patient self-referral pathways including iCope psychology services / physio / antenatal

From Patients in attendance

1. DD & MP both raise the issue of continuity of care for patients seeing more than one GP on a regular basis. Where possible, it should also benefit the GP, in terms of getting up to speed with patient condition, as well as help patient to spend less time re-telling narrative. VHD agreed and suggested that these follow-up and admin slots should help preserve continuity
2. CN – suggested face-to-face canvassing for patient opinion, perhaps conducted by patient volunteers. VHD suggested increase use of technology such as ipads with real-time feedback whilst patients are waiting for their appointments would be helpful
3. Millman Street Day Centre– Feedback about the practice is very good.
4. From HA – Wondering about Practice opening on a Saturday. VHD discussed the current arrangement of AT Medics providing weekend clinics via the local Hubs. Their contract is under review as of end march 2019. This may be a potential undertaking for the PCN, if all practices are in agreement.
5. **NB** – one patient related an incident of specific nature, which while welcome, was not within the remit of the Patient Participation Group.

4. Any Other Business – open to the floor

- a. **Prescription Painkillers in the News (MP).** Certain medications will only now be prescribed as acute, rather than repeat prescriptions (Codeine, Ibuprofen, Aspirin). Our practice pharmacist will be conducting reviews for alternative therapies.
- b. **Enhanced communications between practice and patients (MP)** The practice is updating services available for patients, but the communication of these new services could be better. Would it be possible to have a notification system for patients to subscribe to, so they would receive notification of any update? OH to investigate this functionality for new practice website.

5. **Date for next meeting.** This date was arranged post-meeting, to be at 4pm on Thursday 21st November 2019.