

Holborn Patient Participation

Minutes Thursday 25th November, 2021

Attending:

For the Practice:

Dr AM, Dr VHD Mr OH (admin & chair)

For the Patients:

Mr MP

1. **Dr Alex Moghissi's retirement**
2. **COVID-19 Vaccination Clinics**
3. **Update on PCN working and local/national priorities for the year**
4. **Patient Access and National Survey Results**
5. **Any Other Business**
6. **Date of next meeting**

1. **Dr Alex Moghissi's Retirement**

VHD Dr Moghissi will be retiring from the practice as of the end of April, 2022. Due to family commitments and accrued leave, it is unlikely he will return to the practice in a working capacity before the end of his tenure.

MP Puts forward best wishes for Dr Moghissi - these will be relayed.

2. **COVID-19 Vaccination Clinics**

VHD The Practice will continue to make provision for the vaccinations of the over-65 age group, primarily, at specially arranged clinics at the practice, running on occasional evenings and weekends.

The Over-40 age group will be able to get their vaccinations at Pop-Up clinics as well as the local walk-in vaccination centre:

Bidborough House, Bidborough Street, WC1H 9BT.

Opening times are 09:00-18:00 Monday-Sunday.

3. **Update on PCN working and local/national priorities for the year**

VHD The three practices in the South Camden Primary Care Network (PCN) share specialist clinicians - Physician Associates, Nursing Associates, Pharmacists and Care Navigator/Social Prescriber. Work is going well; however, the scope for specialisation has not yet developed as hoped, yet. The feeling is there will be room for growth within the management of Chronic Disease management.

VHD Response to COVID-19 challenges by the PCN has been good

VHD Managing Health Inequalities

It is hoped the increase in choice of patient access i.e. Face-to-Face, Telephone/Video Calls and e-Consults will not only allow technically adept patients to access the practice via new routes, but will lessen pressures on traditional routes i.e. telephone and face-to-face, for the benefit of the less technically savvy. The New Year will see a more evolved balance of appointment types offered

4. Patient Access and National Survey Results

OH The slides were arranged to show practices best performance first. Practice performance is within a few percentage points of both local and national averages, until the last item - 'Usually get to see or speak to their preferred GP...'

VHD This score reflects a change in the working pattern of GPs these days, where they may work only 4-6 clinical sessions per week, therefore limiting the number of appointments for any particular clinicians. This is a change from even as recently as 10 years ago. Clinicians are choosing to spend more time in career development, associated research, and development posts. Add into this the fact that we are a training practice.

OH It should be noted that for a practice of this size, the sample size was not statistically valid, with only 50 responses. The process of weighting these responses further went to diminish the practice performance

Action Point Practice to conduct its own, statistically significant survey using the Improving Practice Questionnaire methodology.

5. Any Other Business

MP The Practice News & Announcement section of the practice website appears out of date, with alerts appearing to be still current, when the matter of the alert had been resolved.

VHD Management of change. PCN now has an appointed Digital Champion. Feedback is needed to navigate the management of change, and ensure safety.

Action Point – Practice to clarify the News section of website

6. Date of Next Meeting

The proposed schedule of dates was felt to be lacking in flexibility for patients with differing priorities.

Action Point Practice to conduct a brief poll to gather input from interested parties for the best time and format for the next meeting, to be scheduled for mid-February, 2022.