Minutes

Date: 22/07/2022
Time: 15:00
Location: Holborn Medical Centre – Ground Floor Reception Area
Chair: Dr Vikram Davé (VHD)
Secretary: Oliver Honeywill (OLHO)

In attendance – PB, WH, VM, DP, AS.

# Introduction

# Previous Meeting

25/11/2021 – for brief review

1. Dr Alex Moghissi’s retirement – VHD
	1. Fully retired since end of April
2. COVID-19 Vaccination Clinics – VHD
	1. Practice response went well – at the time patients found it too far to travel to hub sites at Peckwater and Royal Free Hospital and so were delighted when Covid-19 clinics were established at Holborn Medical Centre and St Philips Medical Centre in South Camden – really benefited frail, elderly patients.
3. Update on PCN working and local/national priorities for the year – VHD
	1. PCN reviewing options for extended Out of Hours access to GP care.
4. Patient Access and National Survey Results – VHD
	1. Survey results to be discussed later in this meeting
5. Any Other Business
	1. The Practice Website – OLHO
		1. Website amended to have headline section of 6 most recent posts, with dates displayed, plus additional archive page of all posts

# Enhanced Access – GP Out of Hours Appointments

PCNs are to be required to offer extended access, either by contracting out the work to CHP (or federation), or by offering further extended access themselves (within their PCN).

Likely location for contracted-out provider via federation would be north of Euston Road and rotated to Holborn Medical Centre, once a week. PPG felt that this is not a popular option for residents of South Camden in terms of travel, continuity of care and convenience. Unanimously PPG would support local provision by the practices themselves as a rotating hub across the South Camden Practices but based at HMC on Saturday. The plan is to offer more late evenings, and also Saturday opening. These additional hours are for pre-booked/book on the day/LTC/smears/vaccination appointments. This would not be for walk-in clinics and urgent care out of hours would still need to be triaged via 111.

In terms of logisitics it was discussed whether other local services adjacent to practice e.g. Pharmacy and Phlebotomy and lab services would also be open but unfortunately, this is unlikely / not known as this stage.

Benefits for extended access include better appointment availability for working patients, so less time away from work, thereby also meaning more availability during core hours for patients who are not bound by working hours. It should also provide better continuity of care and demand management spread across the working week and will pharmacists, physician associates and social prescribers all being part of the rota, providing a multidisciplinary approach to EA. PPG were extremely grateful for the PCN practices putting this plan forward for the benefit of the patients.

# GOSH and the Children's Cancer Centre

The practice undertakes to put more information regarding this planned building work onto the website.

# Improving Practice Questionnaire

Overall, the survey was encouraging, with 87% of respondents saying the practice was overall Good, Very Good or Excellent.

Areas for improvement were Opening Hours, Phone Access, Saturday opening and seeing the GP of Choice. Opening hours are under review, Phone access will be eased with the arrival of new Reception staff, however, seeing a GP of Choice is always going to prove difficult. GPs tend to work fewer sessions than they did 10 years ago through family commitments, career development and stress management. To mitigate this, as well as engaging more GPs, the practice is putting in additional clinical support staff – Practice Pharmacists and Physician Associates, who are able to manage the routine aspects of patient care, leaving the GPs to focus on the more complex areas.

A slight overall decline in satisfaction may be due to the time it is taking the NHS as a whole to recover from the backlog of procedures across all services in the NHS.

# COVID-19 Vaccinations – Autumn Boosters

There will be a further campaign of boosters this autumn – the vaccines to be made available have not yet been announced, however, they will have been reformulated to offer better protection from the recent variations – Delta, Omicron etc. Whilst some patients feel reassured to have had only one type of vaccine in the previous seasonal campaigns, research has shown that having a mixture of different vaccines may offer enhanced protection, due to slight differences in mechanism of action. PCN is hoping to put on more Saturday Covid/flu clinics in the autumn.

# Staff Changes

The practice will be bidding farewell to our registrar Dr Amy Miles/Camm, and welcoming the incoming registrar, Dr Max Charalambos. Physician Associate Tim Riviere is moving on to a hospital setting to broaden his experience, but is likely to be part of the Saturday rota at HMC on behalf of the PCN, and we welcome Dipesh Rai who joins us a new PA. Oliver Honeywill is leaving the practice after 15 years’ service here, to move to the seaside.

# Any Other Business

1. Would it be possible to have a timetable of when the GPs are at the practice?
2. Some concern over continued change of staff at Reception – though it was noted that new staff should be given a grace period to settle in.
3. Query re interval between COVID vaccinations – not yet determined.
4. Concerns raised about side effect of COVID vaccines also.

# Date of next meeting

To be determined at a later date.