

## **Patient Participation Group Meeting** **7<sup>th</sup> June 2022**

Present: Dr Chris Allen, Jacque O'Connor and Stephen Pierre  
Attendees: Avril Cox and Colm McCarthy

### **Invites to this Meeting**

A SMS is sent to all patients inviting them to attend and invites are also sent to IC/RCM representatives.

### **Changes to our Team:**

#### **Doctors**

- Dr Emily Thompson has left to relocate to another city
- Dr Bradley Roberts has joined the team following a successful year with the practice as a GP Registrar with us.  
Dr Ishani Salpadorou has joined working 2 days per week and running a IUCD clinic once a month.
- We currently have one vacancy for a Salaried GP post

#### **Nursing Team**

- We have increased the nursing team with the addition of Shaheen Jetha full-time Practice Nurse
- We have increased the number of HCA hours per week and Sanja Zgonjanin will also be leading on recall for chronic disease patients.

#### **Mental Health Team**

- We have increased the MH team with the addition of a f/t MH Nurse Practitioner.
- Kay Allen CBT therapist has resigned following her maternity leave
- Yashwi Gupta has joined the MH team 2 days per week as a CBT therapist

#### **Administration Team**

- Stephen Pierre has been promoted to Assistant Practice Manager.

#### **Premises Changes**

- Over the past few months we changed the usage of an admin office to a therapist space, the meeting room was converted to a office for 2 administrators and Stephen and we also change the use of our sick bay to a clinical room.

#### **Extended Hours**

We no longer offer extended hours at and all our extended hours will now be provided by other practices in our PCN. Our core hours for patients will be 8.30am – 6.30am – the telephones are answered from 8.00am and the Health Centre is also open from 8.00am.

#### **e-Consults**

The current e-consult system we have in place for, patients with non-urgent problems can send a e-consult and it will be responded to usually the next working day. This is in addition to the usual

triage and urgent clinics we offer daily. We are currently changed to a new system called PATCHS which will be managed centrally via CLH. We discussed some of the questions from our patient panel on the types of enquiries that we receive daily and how we manage these consultations.

### **On-Line Booking**

We discussed some of the current issues for this system, e.g. when we release appointments for patients to book a routine appointment for a cervical smear test with a nurse or a routine MMR clinic with a HCA, the clinics are booked on-line by patients with varying medical conditions and the admin team have to re-book, we have decided that allowing patients to book on-line is not the safest or effective.

### **Survey:**

We received over 400 responses that we sent from 3000 patients on all aspects of the services and provisions we provide. We discussed all the

- The general response was that patients are happy with the services provided by the practice.
- A copy of the survey will be available on our website.

### **In-House Referrals**

We discussed some new modules we use for patients that we can pathway to the appropriate services to ensure that they are seen quicker and by the most suitable clinician, which include:

- Triaging to our practice nurses
- Referring patients to community pharmacists
- Referring patients for MSK issues to our First Contact Physio
- Referring new mental health or mental health medication reviews to our MH Practice nurse
- E-consults

### **Missed Appointments / Arriving Late**

We discussed a current trend for patients arriving late or not arriving for their appointment despite often receiving 2 reminder messages. The general feeling from our patient representatives in this meeting was that our current policy was reasonable, if patients receive warnings of missed appointments it was reasonable to ask them to register with another practice. The partners will discuss all removals before any action is taken.

### **Current policy**

Patients receive 2 reminder messages for each booked appointment:

A message is sent to all patients if they miss an appointment – to let us know if we have made a mistake

If a patient misses a 2<sup>nd</sup> appointment – an email is sent to the patient

If a patient misses a 3<sup>rd</sup> appointment - a further email is sent to the patient

On the 4<sup>th</sup> missed appointment the missed appointment is discussed with a clinician and if there is no clinical reason to remove the patient we ask the patient to re-register with a local GP.

### **Update Telephone System**

We discussed some of the changes to the telephone system and hopefully these changes will ensure we manage our calls more efficiently.

We are hoping the data the system can produce will help us in planning admin cover.

## **Living with Covid**

We discussed changes here as per updated Government guidelines

- We will still have masks available for patients to wear – but this is a choice and no longer a requirement
- Cleaning of the administration areas is no longer required

## **Covid Positive Patients**

- We have a covid positive guidelines in place for patients that need to attend that are covid positive.

## **Interpreting Services**

The practice now uses a telephone based service for interpreting called Silent Sounds