

ANDOVER MEDICAL CENTRE

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PATIENT REPRESENTATIVE GROUP MEETING Monday 14th May 2018@6pm

Attendees: Sapna Carrasco PM, Jana Berjakova CCA

PPG Members present: EG, NR, MS

Key Points Discussed:

- 1. Review of the last PRG meeting minutes;** JB Reviewed meeting minutes with the group.
- 2. Practice Nursing –** JB and SC discussed maternity nursing cover at the practice. Nurse Practitioner DG is going to be on maternity leave until January 2018. Practice Nurse PSL will provide maternity cover. The practice is also looking for another nurse to provide additional cover as PSL only works part-time and currently provides 4 sessions a week. Patients also have the option of seeing an lhub nurse. Practice based pharmacist Chandani Sakaria will provide further support with chronic care reviews. The practice will ensure that nursing cover is available throughout the week. PSL will also generate additional administrative tasks and will require some additional time for this. HCA and the admin team will support PSL on this front. Doctors will need to pick up telephone triage duty again. PSL can cover most tasks but not telephone triage as not trained for this.
- 3. Practice team news and practice newsletter** discussed; JB encouraged the group to review the newsletter draft for June and to feedback should they wish to see an article on a particular topic included in the future newsletter issues. JB discussed what is usually included in the newsletter. SC discussed changes within the practice team. (The details appear in Newsletter June Issue 5). There were number of changes in the reception team; Paige Livingstone has now been promoted to the role of a reception supervisor at the practice. Mrs Sandhya Hurkoo has decided to step down to a part-time position of a practice receptionist. Mrs Lisa Couzins has joined the practice as a receptionist. Mrs Couzins comes with a wealth of experience and will be able to support the practice on number of fronts (i.e prescription issuing). The practice has a finance officer Jo West.
Action: Staff photos to be displayed (Partners, and management on the wall).
- 4. Lennox House Care home discussed;** SC has updated the group regarding nursing and residential care home that the practice has taken on. 55 new patients will be registered at the practice on 1st June 2018. The practice will provide primary care support to the care home. Dr McCoy who is still a registrar at present will join the practice team on long term basis and will take on providing care and managing care home patients. Pharmacist and HCA Tanya will also provide further support on this front.

5. **Did not attend rates (DNA)** – JB provided a breakdown of missed appointments at the practice for the last quarter (Jan – March 2018). The practice will endeavour to regularly monitor missed appointments and where possible will notify patients who keep missing their appointments. The provided data reflected missed appointments for all clinicians at the practice including external professionals i.e primary care mental health team, practice based pharmacist, children’s nurse. Waiting times in the waiting area were discussed. PRG commented that they would like a clearer notification whenever a GP is running late. **Action:** Reception should be informing patients whenever a clinician is running late.
6. **GDPR (General Data Protection Regulation);** SC discussed; new law that will be coming into effect on May 25th2018. Andover Medical Centre has taken numerous steps to prepare for this new legislation such as; SC supporting local practices in readiness, mandatory staff training, privacy policy is displayed on the practice website (52 page document). Implications and impact of this new law was discussed. The practice will need to provide more transparency and make it clear what data is held on record. GDPR example scenario role play demonstrated by SC and JB and discussed with the group. Data breaches discussed – organisations need to notify Information Commissioner’s Office (ICO) within 72hrs if data breaches have been identified. Remote access to patient record, N3 connectivity and data security discussed, only NHS approved anti-virus software is being used on practice devices. Organisations may be subject to paying a fine if a breach is identified. SC discussed that such fines are now calculated based on a percentage of the turnover.
7. **Registrars** – discussed. Registrars are employed under the remit of training hospital and are not employed directly by the practice. Employing organisations include St. Mary’s (the practice holds responsibility in making sure registrars are trained).
8. **Extended Online access** discussed. SC encouraged patients to sign up. This will allow patients to manage their appointments and records with ease. Record viewing and accessing sensitive information discussed.
9. **Invitation to the next PRG meeting:** 13 August 2018, 6:00pm – 7:30pm