

Nightingale House Surgery

Patient Participation Group Meeting

Minutes

March 12th 2020 - 12pm-12.45pm

Apologies- Dr Abidoeye, Dr Thomas, Mrs N. Graham, Ms S.Unal

Attendees- June Armitt- Chair, Annie Unal, James Armitt, Mr M. Faulkner, Ann Long Colleen Sterling and Valma Hibbert

Staff- Valery Gary- Senior Receptionist, Tracy Kocabali- Practice Manager, Nicola Loftus- Senior Practice Nurse, Dr Yokefah Chong, Dr Chimere Aka

1. Welcome, apologies, introductions, terms of reference- June Armitt Chair

2. Coronavirus/ COVID-19- Nicola Loftus – Senior Practice Nurse/ IP lead

Infection prevention & control- Hand washing technique and 20 second timing demonstrated

Practice preparations- We receive daily updates from the Department of Health & NHS England. We have started the hourly disinfecting of surfaces, we have a supply of personal protective equipment available> We have updated our telephone message, sent an information text to all patients, updated the website with links to the current guidance, put up notices and question all patients about symptoms and travel when booking appointments. Online booking has been suspended. We will be moving towards telephone triaging appointment requests rather than face to face appointments as the situation progresses.

3. Remote consultations – Tracy Kocabali Practice Manager

From April all practices must be able to offer patients video or on-line consultations

AccuRX is our solution for video consultations. No computer required, patients need a smart phone and will be sent a text link for a secure connection with the GP.

Dr Link had been provided to us for on-line triage. Many practices are forcing patients to book all appointments via this route but we do not plan to do so in the near future. Concerns were raised about elderly patients, those with limited English or those with learning difficulties. The practice will take all this into account. The service will be for those who wish to make use of it.

Non attendance rates were discussed again- the practice seeks to check mobile numbers at each interaction so that the text message reminder is received. Patients who DNA 3 times are sent a letter- any further non attendance in 12 months results in removal from our list.

4. Review of complaints 2019 - Tracy Kocabali Practice Manager

Each year we carry out a review of complaints received at the practice to look for themes and learning points.

Last year we had 18 complaints.

8 involved various reception staff

8 involved GP's

2 involved systems which were changed as a result

6 complaints were not upheld

Two staff members were identified as requiring additional training and supervision.

5. Primary Care Network (PCN) - Tracy Kocabali Practice Manager

Nightingale House Surgery is part of Unity PCN, the second largest PCN in the country. Composed of 23 local practices and covers over 150,000 patients.

The first year saw us working together to;

Employ 12 Clinical Pharmacists, working within practices to improve prescribing safety, improve outcomes for Diabetic and AF patients and help GP's with prescribing workloads. This year we will be seeing 5 more join the team.

Quality & Improvement programs around end of life care and safe prescribing of high risk drugs.

June Armitt asked if we are working with North Middlesex Hospital End of Life Team, as they are making good progress. Dr Chong will take this forward.

Provide support to practices for CQC inspections

Install Social Prescribers- to work on supporting on high intensity users (patients who attend A&E more than 6 times a year)

June Armitt commented that many people attending A&E say they are there as they could not get a GP appointment.

Tracy said that all patients should be offered Hub appointments when none are available at the surgery. None of the patients in attendance had ever been offered a Hub appointment- Tracy will be addressing this with the reception staff as a priority

Dr Aka- who is one of the PCN Clinical Directors, added that PCNs are also focusing on increasing the uptake of Child Immunisations, Breast and Cervical Screening

Micro suction (the clearance of wax from the ear) is being offered free of charge to all patients within the PCN from Willow House Surgery- *Nightingale will no longer be offering ear syringing as micro suction is clinically safer and more effective.*

Next PCN priorities

Structured medication reviews and optimisation.

Enhanced health in care homes.

Anticipatory care.

Personalised care.

Supporting early cancer diagnosis

From April 2021 PCN's will become responsible for Hub services at Eagle House and Carlton House

6. Any other business?

June Armitt told attendees that when she attended the PCN patient participation meeting in November she felt very proud of the services provided by Nightingale House Surgery compared to what she heard from other practices patients!