**Monday 2 March 2020 1 pm**

**AGENDA Agree minutes of last meeting**

 **2019/20 National Practice survey**

 **2019/20 Friends and Family survey**

 **New telephone system**

 **Electronic prescribing**

 **Coronavirus**

 **Newsletter**

 **Publishing Patient’s Forum minutes**

 **Dates of patient forum 2020 - confirmation**

 **Any other business**

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| **Last minutes** |  **Agreed** |
| **2019/20 National Practice survey** | The national GP patient survey was carried out in Jan-March 2019: 433 Surveys were sent out, 115 surveys were sent back, 27% completion rate. The results of the survey confirm that patients are content with the Practice in majority of areas questioned within the survey. 93% of our patients describe their overall experience of our GP practice as good (Local CCG average: 85% and National average 83%). According to the survey there are a few areas for improvement, one of which is getting through to the practice by phone. As of Wed 04/03/2020 we will be introducing a new telephone system which should improve the ability of patients to get through to the Practice. Another area for improvement is having enough support from local services. The practice is aware of this and we are working on improving this area. Examples of local services are: Know Diabetes, Mental Health, Drug and Alcohol services. District Nurses are offering a very good service; the local Rapid Response Team does brilliant work. The full results of this survey are available on the web site in the practice news section. [https://www.abingdonmedicalpractice.co.uk/News](https://www.abingdonmedicalpractice.co.uk/News/e547b8ca-4b62-497c-ac8b-f0e412f1cb5e). |
| **2019/20 Friends and Family survey** | The Practice is required to ask their patients if they would recommend the practice’s services to their friends and family. Forms are available in waiting areas, the questionnaire is available on our website and also it can be submitted via phone. The responses in the past 3 months (Nov-Jan) were very positive and were as follows:

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| **Extremely likely (21)** |
| **Likely (3)** |
| **Neither likely or unlikely (0)** |
| **Unlikely (0)** |
| **Extremely unlikely (0)** |

The full results of this survey are available on the web site in the practice news section.[https://www.abingdonmedicalpractice.co.uk/News](https://www.abingdonmedicalpractice.co.uk/News/e547b8ca-4b62-497c-ac8b-f0e412f1cb5e)One of the patients commented there has been high turnover of doctors at the surgery – this can be explained by 2 GPs going on maternity leave last year. This can be also explained by the fact that every year the practice has 2 new GP registrars. There are many benefits of having GP registrars so the practice is not planning to change this. The practice does regularly make sure that locum GPs are updated with latest guidelines. |
| **New telephone system** | As of 04/03/2020 the practice is going to start using a new telephone system. The system is Internet based. Welcoming message (containing variety of information e.g. about registrations, prescriptions, reception and doctors’ hours etc.) and queuing system will be available. We checked with a few practices which have been using the system for a while and received very positive comments. Patients’ comments on the new system are welcomed. |
| **Electronic prescribing** | As of 13/02/2020 the practice has successfully moved onto electronic prescribing. There is no need for signing prescriptions anymore. The token can be still collected at the practice and taken to any pharmacy of patient’s choice. It is recommended for patients to provide the practice with their nominated pharmacy. It is no longer recommended for pharmacies to request patients’ medications.  |
| **Coronavirus** | GPs are not seeing any suspected cases of coronavirus. Suspected cases of coronavirus are meant to be seen by 111. Practice’s triaging system helps reducing any risks of seeing symptomatic patients. Notices and posters have been displayed in the windows and in the practice. The new telephone system will have a recorded coronavirus message informing patients on what to do in case they become symptomatic. More steps will be required if coronavirus will become pandemic – the practice has been getting regular updates from the local CCG and from the government. 80% of infected patients will have mild symptoms, 5% will be critical and there is 1% mortality rate.  |
| **Newsletter** | The Practice Manager prepared the spring newsletter. When it comes to staff Dr Jacks has just come back from maternity leave so locum GPs Dr Siraj and Dr Mactavish will be now covering Dr Sri’s clinics. Dr Chua will be off for 6 weeks from the end of March. Nora, the HCA, has been trained in variety of new tasks (spirometry, some vaccinations, ear irrigation). Last year the practice joined Brompton PCN with other 6 local practices – the practices are meant to be working closely together on variety of initiatives. |
| **Publishing Patient’s Forum minutes** | Present members confirmed the forum would like the practice to publish minutes from patient forum meetings on the practice’s website. |
| **Dates of patient forum 2020 - confirmation** | 29th June 20209th November 2020 |
| **Any other business** |  |
| **Royal Brompton Hospital** | Members discussed possibilities of the Brompton Hospital closure.  |
| **End of Life Care** | Members discussed reorganisation of End of Life care in the area. Pembridge has closed the residential area, day care is still open. |
| **Carers** | The Practice Manager was asked to add information on carers to the spring newsletter.  |

**Monday 13 July 2020 1 pm**

**AGENDA Agree minutes of last meeting**

 **Coronavirus pandemic:**

* **GP appointments**
* **Hospitals**
* **Referrals**
* **Shielding patients**
* **Staff survey**

 **New telephone system**

 **E-consultations**

 **Newsletter**

 **Any other business**

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| **Last minutes** |  **Agreed** |
| **Coronavirus pandemic:****GP appointments****Hospitals****Referrals****Shielding patients****Staff survey** | The coronavirus pandemic situation has dramatically changed since last PPG meeting on 02/03/2020. National lockdown began on 16/03/2020. The present patients have had different experiences when it comes to services offered to them by variety of hospitals in the area during lockdown.**GP appointments:** majority of appointments offered to patients have been telephone call appointments. Some patients are being invited for face-to-face appointments following telephone triage, patients are asked to wear PPE (the practice provides PPE when patients do not have any/forget to bring it themselves). **Hospitals:** Imperial London has been functioning better than C&W Hospital. Appointments have been taking place mainly via telephone. **Referrals:** Big decrease when it comes to referring patients to different services. There has been a general fear when it comes to being referred and attending hospital appointments which caused underdiagnoses and even death.**Shielding patients:** from 06/07/2020 there have been more relaxed rules. Patients are being able to create bubbles with other household members.Covid-19 can cause long-term consequences: heart and lung complications, lung fibrosis, and need for rehabilitation. Some patients are being referred for further assessments following Covid-19 infection. **Staff survey:** staff were not confident at first about the practice’s measures when it comes to Covid-19 security. Door has been left open for patients to be able to come in and speak to practice staff. The practice bought sneezing guards for reception and also a barrier that cordons reception area so the 2 meters distance is observed. There can be only 1 person in the lift at a time unless household members are also attending appointments. Waiting area chairs are wiped daily.  |
| **New telephone system** | As of 04/03/2020 the practice started using a new telephone system. The system is Internet based. Queuing system is available. The present patients expressed appreciation about the new telephone system although waiting time to be answered is quite long. This has been caused by the increased amount of calls received daily. On a few occasions the lines were not clear but this glitch has been fixed. In general the new telephone system has received a positive feedback. |
| **E-consultations** | The practice has just started offering e-consultations. There is a banner on the practice’s website where patients can access e-consultations. E-consultation has to be assessed and answered by the end of next working day. Photos can be uploaded via e-consultation system. Video consultations have been offered to patients since March - these are operated by AcuRx (Skype-type programme used by GPs). Feedback on e-consultations will be appreciated at the next meeting.  |
| **Newsletter** | The Practice Manager prepared the summer newsletter. Dr Sri has just come back from maternity leave (06/07/2020). Dr Jacks left the practice and is based in a GP practice closer to home. Dr Sahib agreed to stay on as salaried GP following his trainee programme. Megan the practice nurse returned to Australia – the practice is in the process for looking for another nurse. Nora the HCA has been seeing many more patients as she has more skills as HCA now. Part-time pharmacist Anita will start within a week; she will be working on prescribing issues (quality of prescribing, cost-effective prescribing). Valentina the phlebotomist has been seeing patients for blood tests, appointments in between patients have been blocked so infection control measures can take place. Patients will be offered regular blood tests as before pandemic. Flu campaign will be very important this year but also not easy to run. The cohort of 50-65 years old will be vaccinated at some point too.  |
| **Any other business** | The practice has had free access to antibody testing – majority of practice’s staff members were tested for antibodies and all results were negative.  |

**Monday 9 November 2020 1 pm**

**AGENDA Agree minutes of last meeting**

 **Coronavirus pandemic**

 **Flu**

 **Brompton Health PCN survey**

 **E-consultations**

 **Newsletter**

 **Dates of patient forum 2021**

 **Any other business**

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| **Last minutes** |  **Agreed**The new telephone system has been working well. The number of daily calls increased 2-3 times due to Covid-19 queries. GP practices have been completing secondary care prescriptions and some of hospitals’ other tasks.Results are being communicated over the phone to patients 2-6.30pm– patients are being encouraged to access their results online. The present patients queried what happens if results are abnormal – Dr SMC explained in case of major abnormalities GPs contact patients and communicate their results to them. In case of minor abnormalities, a note is being added in patients’ record asking them to contact their GPs, unless abnormalities are expected. |
| **Coronavirus pandemic** | The coronavirus pandemic has been having different waves. The UK has been in lockdown with a slightly softer approach this time round. Covid-19 infections have been going up since September again and also hospital admissions have been rising. Soon we will find out if current lockdown is working.Workload in GPs and in hospitals has been going up, together with waiting times for hospital appointments. Some private hospitals have turned into NHS hospitals depending on their contracts.The practice has sufficient Covid test kits for symptomatic patients and also for staff members.K&C has got few testing centres and these are meant to be used for Covid testing, one of them being located in Malton Road by Westway.**GP appointments:** majority of appointments offered to patients have continued to be booked as telephone call appointments. Face-to-face appointments are offered following telephone triage if GPs decide there are needs for face-to-face appointments, patients are asked to wear PPE. **The premises:** the practice premises are open for patients to be able to come in and speak to practice staff. Perspex screen has been installed at reception and also a barrier that cordons reception area remains so the 2 meters’ distance continues being observed. There can be only 1 person in the lift at a time unless household members are also attending appointments. 2 meters distance is being observed on the practice’s premises including waiting areas. |
| **Flu** | The practice started immunising patients with flu jabs in September. The number of patients to vaccinate is very high, priority has been given to the group of patients who are over 65 years old and also patients in at-risk groups.The new group to be vaccinated this year is 50-64 year old patients – the practice is waiting for vaccines supply which is expected in late November or early December in order to start offering flu to this age group. |
| **Brompton Health PCN survey** | The Brompton Health PCN-Digital Survey link was sent to all patients via text message. 200 surveys were completed (completion rate 16.43%). The results of the survey confirm patients’ content when it comes to the telephone triage, but patients would prefer a choice of face-to-face and telephone appointments. Majority of patients understand telephone triage has been introduced in order to decrease Covid-19 infection spreading in the current pandemic.Although the majority of the practice’s appointments are telephone appointments, GPs have been seeing patients face-to-face on a daily basis – when face-to-face consultations are needed following telephone triage. |
| **E-consultations** | The practice’s patients are able to receive advice from the practice’s admin staff and from GPs by filling in e-consultations, without the need to call the practice. The link for e-consultations can be found on the practice’s website. The practice will respond to patients by the end of the next working day. The present patients have been encouraged to use e-consultations when they need to contact the practice. |
| **Newsletter** | The Practice Manager prepared the winter newsletter. The practice has a new salaried GP – Dr Bilal Sahib, who previously worked at the practice as a GP registrar.Dr Lily Swan is the new GP registrar who will be working at the practice for 1 year till August 2021.The practice continuous offering telephone triage, online and also face-to-face appointmentsBaby immunisation, blood test, cervical screening, ECGs and dressing appointments are taking place as usual, measures are in place to keep patients safe.Part-time pharmacist Anita started working with our team in August; she has been working on prescribing issues (quality of prescribing, cost-effective prescribing).  |
| **Dates of patient forum 2021** | Dates of patient forum meetings in 2021 are as follows:15/03/202128/06/202127/09/2021 |
| **Any other business** | Patient forum members discussed the current situation of the Brompton Hospital. |