

## Thurleigh Road Practice Patient Participation Group

Zoom Meeting on 25.03.21 at 5.30pm

### Minutes

1. Apologies were received from  
Patricia Hemingway (who has resigned from the group)

In attendance (via Zoom):

Sue Stern – Chair

Kate Swinburn - Minutes

Ivor Rawlinson – Vice Chair

Reeves Sandra – Management Partner

Shushma Leidig – practice manager

Ismat Nasirudin – GP Partner

Grace McLeary – Head of Reception

Gwen Rosen

Sam Davies

Carolyn O’Grady

Janice Price

Unfortunately Patrizia Kwella, Sara Jayne Stanes and Suzy Pawlak were unable to enter the meeting due to a fault in access from the waiting room. Apologies to them.

2. Minutes of last meeting

Minutes were agreed

Kate Swinburn is leaving the group and thanks were given for all her loyal support in hosting zoom meetings and taking minutes.

Sandra agreed that the Practice can hold remote sessions in future, via Microsoft Teams  
Matters arising.

- Janice had issues with the interaction between the pharmacist, the GP and the patient. It is possible for Kamran (our in-house pharmacist) to contact doctors directly to ensure drug recommendations are acted on.

- The online booking system appeared to have disappeared because only triage appointments are currently available. It is not possible to make individual appointments with a doctor, but online booking still exists for a triage telephone appointment although this option does not always appear on the screen.

3. Finance

Sue reported that it is impossible to get Gwen as a signatory with our current bank, despite repeated efforts. Our bank is currently NatWest but we might consider closing this account and start up a new one better fitting our purpose. Sue feels we should explore online and telephone banking, which should be set up in the name of the Treasurer. Sue and Gwen to discuss passing those tasks onto Gwen. Resolutions were agreed including updating signatories. The Resolutions are minuted separately.

**ACTION:**

Sue to transfer financial info to Gwen.

Gwen to explore online and telephone banking

3. Reception – discussion with Grace McLeary, Reception Manager.

Grace introduced herself as a new member of the admin team with a lot of previous experience in primary health care. She explained that during the pandemic, staff have been working long hours due to the increased volume of work and significant staff shortages. Long telephone waiting times were acknowledged because of staff shortages (shielding, illness, leave).

Issues were raised:

- Many complaints have been received over a prolonged period of time about the Reception interface.

Amongst the comments reported were

- o Reception staff were impersonal, not looking up, curtly asking for name and DOB,
- o Patients not valued.
- o Occasionally patients are given the wrong information. e.g., prearranged call about medication did not happen, patient was told the GP was would ring up to 6pm, when actually, the clinic has been cancelled.
- o Physical environment at the moment is seen as unwelcoming (door closed/Perspex screen etc.)

Dr Nasiruddin pointed out that complaints rise to the surface, that compliments outweigh complaints but get forgotten.

Grace pointed out *some* of these issues were historic. The situation is especially stressed at the moment because of the pandemic and staff shortages.

It was discussed that some patients can be aggressive to reception staff and staff have to deal with very difficult situations/people.

Reception is having to field repeated similar calls related to vaccinations.

Discussion took place on using both the website and the phone messaging system to keep patients up to date especially on topical issues of the day such as second vaccines. This would reduce the numbers of phone calls to the surgery.

Grace was able to reassure the group that:

- Two new staff due to start after Easter. Agency work has been utilised.
  - One to one training is given. Online modular training is being implemented in a few weeks. Staff need training on dealing with anxious patients.
- We thanked Grace for the work she is doing. There was recognition that the job is very, very stressful. We expressed our hope that we can work positively together.
- ACTION:
  - Ongoing dialogue between reception and patient group about issues as they arise. Members of the patient group would be happy to offer help if needed.

4. News from Practice

Covid Vaccine

Our local hub is at the Junction HC. They have delivering more than 15000 first doses (approx.

60 Pfizer jabs per hour, approx. 70 AstraZenica per hour). Outreach clinics and charities have been reaching the homeless and people with learning disabilities. Many volunteers are working with staff from different professions.

Second doses are beginning now, vaccinating people in same order as the first vaccine; care homes, housebound, then through the age bands.

The Junction team have been awarded Hidden Heroes award for work during the pandemic. The Junction HC will not start vaccinating under 50 year olds. This is because Battersea Arts Vaccination Centre now has capacity for 1000 per day. .

Staffing changes: Dr Hobson has extended her training until Dr Ellis returns from Maternity leave. No return date confirmed for Dr Ellis.

#### 5. Patient Feedback

It was suggested that if the Practice wants to reduce telephone calls and patient anxiety about the progress of vaccinations a good strategy would be to update the website to ensure the information is up to date.

Carolyn suggested it would be helpful to pre-empt crises in the future. For example, being able to anticipate that people would be concerned about the second vaccine. What will the next concern be? And what can be done about it?

**The Group wholeheartedly thanked the Practice for their skills and support.**

#### 6. Future of our PPG

The group discussed the email/letter Sue has prepared to send to patients about a virtual group. The Surgery will send the letter in email format to all patients inviting them to be part of the virtual group. Sandra and Sushma will format the email.

Sandra will give Sue a Practice email address after checking information governance esp. in relation to GDPR. We may need to add a phrase that lets the respondent know what information will be stored and kept.

Action:

Sandra to explore a secure email for Sue to receive responses and then Sandra and Sushma to format the email, and update in relation to GDPR.

#### 7. AOB

Reflections on what the surgery will be like post-pandemic regarding the use of digital appointments. Some digital and telephone contact works for both users and providers. Sue suggested patients should be included in development discussions, including utilising the virtual group. The Practice are reviewing what has worked well but the whole picture can only be obtained by consulting patients. Older patients with more complex health issues need face to face appointments in the surgery.

Sam offered his thanks to reception staff. He raised the point that he had checked the website and there was no update of information about second vaccine.

A technical issue has arisen with the phones telling you that you are first in the queue and then after a wait of over 30 minutes, cutting the call. The technical fault has arisen recently and is being investigated.

**ACTION:**

Practice to review working practices during the pandemic to identify areas of innovation they think could be maintained in the future.

TRPG to be involved in discussions.

Sushma to follow up on technical issue with the phone system

Next meeting 27.05.21

Kate Swinburn

Sue Stern