

Thurleigh Road Patient Group Meeting

25^h November 2021

5:30pm Thurleigh Road Studio

MINUTES

1. Welcome to all as it was the first time we have been able to meet in person for 2 years and we have new members.

Present:

Sue Stern (Chair)

Gwen Rosen (Treasurer)

Ivor Rawlinson (Vice-Chair)

Janice Price

James Marsh

Patrizia Kwella

Suzy Pawlack

Sara Turner

Shushma Leidig (Practice Manager)

Sandra Reeves (Manager Partner)

On screen: Dr Ellis and Viv Taylor Gee.

2. Apologies from Sam Davies and Carolyn O'Grady.

3. Minutes of last meeting

Digital opt out – future of this uncertain. It is reported that NHS Digital and NHS England are to merge so everything is in a state of flux.

Communication with Practice - online triage- the procurement of online triage software for Wandsworth is still not decided.

Dr Christopher's letter – after the last meeting the group wrote to Dr Christopher about the importance of patients retaining the option to request a personal consultation with a doctor. Dr Christopher wrote a helpful letter to patients on the website. Evidently, he also responded to the patient group and Sandra will send us this response.

Medication Reviews – There is confusion about how and when medication reviews are organized. It may often be completed during a consultation. If your prescription says a review is due, then you can phone to arrange one. Kamran, the Clinical Pharmacist, is doing many of the reviews. Otherwise, when you request medication and a review is due, the doctor will arrange a consultation.

4. News from Practice

- Update on Covid booster campaign – 3 clinics held and 3 more before end of January. Thanks to patient volunteers whom we hope will help with later clinics.

Staffing – The Practice has the following doctors in post, 5 GP partners, 4 salaried GPs, and 2 GP Registrars. We continue to have some admin/receptionist vacancies which we have been trying to recruit to but finding suitable candidates is proving difficult particularly as many don't turn up to the interview. We are also short-staffed in reception due to staff being off sick.

Mori 2021 Practice survey – Congratulations on the good feedback re clinical practice.

However increased problem for patients unable to speak to their preferred GP.

Problems with access to GPs discussed and Dr Ellis put in a plea for patience whilst the Practice is changing its response systems. Practice has been working on introducing more face to face consultations and Shushma reiterated that on the day triage appointments are available to book online from 7.30 am.

Online triage – Sara reported that final procurement not yet agreed. The Practice has opted for a mid-range software where it can customize questions.

5. Healthwatch and PPGs

Sara and Sue are now committee members for Healthwatch Wandsworth, and Sue is taking the lead for Primary Care.

6. How can we help the Practice?

Communication of range of services offered by Practice – newsletter on website, videos, ARRS Practice staff to present to the Group about the services they offer and how these can be accessed. (clinical pharmacist, social prescriber and First Contact Practitioner)

Primary Care Networks explained and funding for Additional Roles Reimbursement Scheme. Dr Ellis is joint Clinical Director of our PCN.

7. Virtual group. Emails system not working and Shushma will investigate and sort out.

8. AOB

Card from Richard Stanes shared with group.

Sandra to send out link to the Group in relation to the Select Committee seeking evidence on the future of General Practice. The Practice asked if the Group could submit evidence supporting the challenges that the Practice is currently facing.

9. Next meeting 27.01.2022

Sue Stern 26.11.2021