

Thurleigh Road Patient Group meeting minutes 16 May 2024

Present:

From Practice: Neil Lazenby (General Manager), Huma Jagirdar (Operations Manager) and Aneesha Dhillon (Physician Associate)

Patient group: Anna Walker (Chair), Sara Turner (Vice Chair), Alison Mansfield (Secretary), Sara O'Reilly, Ricky Thomas, Liz Freeman, Angela Davies, James Marsh

Apologies: Marina Ratcliffe, Patrizia Cooke-Hurle, Nina Smith, Janice Price, Chris Hyde.

1. Welcome and apologies

Anna welcomed everyone to the meeting.

2. Minutes of last meeting

Approved with two amendments:

Action points under section 4: short email to patients re survey has not been sent out – this information will now be sent via the newsletter. Also Huma will add information to website explaining how patients can send email attachments to practice.

3. News from Practice

Coffee morning: this had been attended by an unexpectedly high number of patients (+/-225). Only the over-50s had been invited by email but had obviously shared the invite and a mixed cohort were in attendance.

The plan had been to assist attendees with how to access appointments/use online services/app etc but the numbers meant splitting into smaller groups and then addressing the main issues that people wanted to raise (eg wanting to see a particular GP, triage forms etc)

Anna decided to address the issues and spoke to the attendees directly. She explained that the new triage system was a NHS decision and nationwide - that we therefore had no choice but to work with it - that there is still a national shortage of GPs and the NHS is facing significantly increased demand post Covid. She also thanked those who had filled in the recent patient survey, highlighted that the survey had shown that the key issue for patients was access not quality of care and that both the Practice and the Patient Group were actively working on improvements. Some were already in place and patients should be seeing some results with more to come.

Both Neil and Huma wanted to acknowledge Anna's intervention. There were a small number of persistent complainers but, overall, those who came seemed to want to work with the Practice which meant that the overall outcome was generally positive.

Huma commented that they had ultimately received a lot of thanks from patients, some of which had been really touching.

Anna thanked Huma and Neil for managing the situation so well and Huma for initiating the event.

Important to follow up with another meeting, probably one in July and one in the Autumn. AW will chair and a GP should attend. It will be a Practice meeting, chaired by the Patient Group. AW will explore whether we could use St Luke's church hall. The advance publicity should ask who plans to attend so numbers are not a surprise. It could also ask what patients would like more information on so Practice staff are on hand to help.

ACTION: AW and HJ will progress.

Practice newsletter: Robin Cooke-Hurle, acting as an independent Consultant, has been helping with the production of the first Practice newsletter. Publication has been delayed in order to send out good news from the Practice (see below). The aim is to send it by 24/5.

A second newsletter will include the results of the patient survey.

ACTION: Neil, Huma and Anna to liaise with Robin re this.

Update on Practice staffing: Neil and Huma.

New admin team member – Rim Josef has been appointed – speciality is data analysis.

Andy from the admin team has left but will hopefully return after travelling.

3 new GPs have been recruited (via ad in BMJ) meaning now only 1 vacancy – excellent news! Two will start in September, one in November. One is a very experienced GP, two are newly qualified.

Dr Christopher is back after sick leave and Dr Liu is due to return from maternity leave in October.

Huma continues to interview for new Reception staff.

Update on Practice modernisations: Neil and Huma

The new telephony system is in place and working well - very easy to use, although staff are still learning its features.

ACTION: Tor will record the new script for callers.

New website is taking longer than planned. Should be ready for launch in a month's time.

Cost cap on text messages - the latest information about this had just been sent to Practice. TRP is currently not breaching the cap. Advice has been given to all practices on how messages can be as short as possible in order to save money.

ACTION: Huma will check how many emails can be sent at one time (eg for newsletter)

Triage – Aneesha reported that the system is working much better now. Open until at least 12 midday, every day, but often until 1500hrs. She has been tweaking things and has new templates in hand for AccuRx. Now everyone hoping for a routine appointment (not urgent) will receive an email on same day informing them that they will hear back within 5 days. Anyone needing a face to face appointment after the initial triage interaction will be given one. The Practice had a lot of duplicate appointments and these improvements were reducing these. The main problems were with patients who wanted to see a particular doctor, particularly Dr Nasiruddin. Aneesha stressed that, in her view, communication with patients was the most important element in ensuring the triage system worked well.

F and F survey and CQC complaints – Neil.

The results of F and F survey in April are the best Neil has experienced - of 173 patients surveyed, 143 said they'd be extremely likely to recommend the Practice.

Since our last meeting there have been no official complaints to the Practice.

Further updates: Alison attended the last meeting of the Wandsworth Primary Care patient forum in April. All GP practices in the borough can have patient group representatives, though not all do so. The April forum was extremely useful as the speaker was James Walker, Deputy Director of Primary Care for Merton and Wandsworth. Useful forum in which to gather ideas and share best practice with other patient groups. Alison reported that Putney Mead GP Practice was holding sessions for patients in their local library (volunteers were helping) and was planning a dedicated phone line for those with long term needs.

ACTION: Alison to send minutes of that meeting to all group members. Anna cannot attend next meeting, so Ricky and Sara (O'Reilly) have very kindly offered to attend on 19 June. AW will send invitation once received.

Patient Group work on GP funding formula – continues.

AW: Threat of GP strike action may mean that NHS will look at funding formula again. Formula needs to reflect each Practice's needs.

ACTION: Anna will contact James Marsh and Rosey, Neil and Robin Cooke Hurle about progress.

AOB: Huma also mentioned that a computer will be put into the waiting room so that Reception staff can assist patients who may not have access to online services at home. Also a suggestion that volunteers may get involved with this – to save staff time.

Future meeting dates:

Monday 8 July

Monday 8 September

Monday 18 November (preceded by AGM)

2025 dates will be agreed at the next meeting

ACTION: Anna and Neil