

## Battersea Fields Practice

### Patient Participation Group Meeting

**Date:** Thursday 28.9.23

**Time:** 18:00

**Venue:** Shaftesbury Christian Centre, 2 Austin Road

**Attended:** Christine Jacobs; Dr Jenni Ellingham; Marie Sheffield; Annie Bowman, Marie Sheffield, Isata Fullah, Susan Devine,

**Apologies:** Graham Harris, Stephen Graham, Elaine Hird, Tania Mellis

**Chair:** Isata Fullah

**Minute Taker:** Jenni Ellingham

<b>Topic Discussed</b>	<b>Action Points</b>
<p><b>Welcome</b> Isata thanked everyone for coming. Isata introduced herself to the group. She is the new Business &amp; Development Manager. She started working in General Practice in a Practice in Battersea 30 years ago, and has been a practice manager for the past 20 years both in London and in other parts of Southern England. She is very keen to work with the PPG, to hear their views and hopes that they will be able to plan for the future together, possibly organising joint events for the wider practice. Jenni said that the team was excited about Isata joining the practice and that they were looking forward to working together.</p> <p><b>Previous Minutes</b> Agreed</p> <p><b>Agenda</b></p> <p><b>Action Plan</b> The Waiting area and outside Austin Road have improved, and we continue to work on that. Jenni is still working on developing a quieter waiting area and this is still in progress. Jenni presented the update appointment types leaflet and there was discussion about the various types of clinicians. Sue D asked about the training and role of the PA. Jenni explained that the training is an intensive 2 year MSc clinical training following a science degree, and PAs have been working in this country for over 10 years and are an extremely useful member of the wider</p>	

team. The group agreed that this was a useful leaflet and it will be available to patients in the waiting room.

### **Appointment update**

Jenni and Isata explained that General Practice has changed considerably in the past few years and proposed that the practice starts to implement a new appointment system which is in keeping with NHS England's priorities, as well as improving access to patients. Jenni and Isata said that at present patients can book in advance or on the day and the 8 am rush is difficult for patients and staff alike. Jenni said that she was particularly concerned for vulnerable patients or patients with worrying symptoms of possible cancer etc not being seen in a timely way. Isata said this would help the practice fulfil the NHS targets regarding access. Jenni presented the attached information to help explain that the practice would like to transition to a Total Triage model.

Benefits would be to patients

- That all patients would get the same access to care whether they request an appointment on line through the website, by telephone or if they come into the surgery. Being able to book directly on line for many appointments would cease in order to be able to ensure this.
- This would help patients to be seen by the appropriate clinician at the appropriate time and reduce inappropriate use of appointments. It would also reduce the 8am rush as patients would get the same service throughout the day as appointments would not be filled up each morning.
- That all requests for an appointment would go through a triage team which would include a GP +/- Physicians Associate , so that all patients would be seen by the appropriate person at the right time. Jenni said that this model is being used around the country and evaluation shows that there is better continuity of care, reduced waiting times and increased patient satisfaction

The group discussed to proposals

Annie was concerned that everyone would be diverted to the website and especially vulnerable/ older patients would not be able to phone the practice. Jenni said that patients would still be able to phone, that those who wished to use the online form would be able to do so and that this would free up telephone lines for those who needed to speak to one of our patient coordinators. Sue was worried that the online consulting tool would use an algorithm which would be confusing. Isata and Jenni both confirmed this would not be the case, and that there would only be several questions which would help the triaging clinician to decide on the most appropriate appointment for each patient. Sue was worried that she wouldn't be able to see her usual GP. Jenni said that this system has

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been shown to improve continuity of care. Christine had found the duty doctor system helpful recently. Jenni explained that this would still be in place, but we hoped that the triage system would enable patients to be seen quicker than currently.

The group agreed that this change would need to be communicated clearly to the whole practice, and that the change would cause some difficulties to some patients during the initial changes. The group agreed that the changes would need to be evaluated and Isata and Jenni both reiterated that they valued patient feedback on this.

The group agreed that this change to total triage should go ahead and will be added to the action plan. Jenni and Isata said they would now propose to the staff next week.

It was agreed that this would require time for staff to consider the changes and that the practice could close for the whole afternoon next Tuesday 3.10.23 in order to do so. This has been agreed by NHS South west London and an emergency service is in place to ensure patients have access to care if urgently required.

Jenni and Isata thanked the group for their help and will update the group. They welcome feedback so that we can continue to improve the service

### **National GP Patient Survey 2023: Review and Action Plan**

The group looked at the recent GP survey and agreed that whilst appointment experience satisfaction was high, there was reduced satisfaction with accessing the practice.

The group agreed that the action plan for the 2023 national survey report is to implement the total triage model, as a priority, as stated above because this is expected to improve access to the practice and patients' experience and satisfaction.

### **Community Health and Wellbeing workers (CHWW)**

Habeebah has started as our new Community Health and Well being worker. She has now visited over 90 households in Arthur Court and St Georges House, and has been able to start helping over 40 of them. Patient feedback so far has been extremely positive. Rhianna, our second CHWW is starting shortly. This project has generated a lot of excitement in the wider locality and we are very excited about developing this new service.

### **Flu and Covid Vaccinations**

We have had 2 successful Flu and Covid clinics over the past 10 days. The next clinic is 18.10.23. Eligible patients can also receive a Covid vaccination through Fairlees pharmacy as we will not be able to give adhoc Covid vaccinations due the type of injection.

**Prospective Medical Records Access**

As previously discussed, patients will be able to view their prospective medical records through the NHS app from 4.10.23.

**Staff Changes**

Dr Rebecca Quinn started with the practice in September. She has 14 years experience in General Practice and we are delighted that she has joined us. Jada has started maternity leave, Laurel, Charlie and Taherah have joined reception. Annie noted that there had been a lot of changes in reception. Marie said that those receptionists who had left had enjoyed working at BFP but had left due to relocation or travel time. This had become very difficult for some who had to travel some way especially during the train strikes. Marie said that the new receptionists were settling in

**AOB** Jenni updated that the CQC call had been very positive but the practice will undergo a CQC visit w/c October 16<sup>th</sup> October as this is overdue.

**Next Meeting** Thursday 30<sup>th</sup> November 2023- Shaftesbury Christian Centre, 2 Austin Road.

## Action Plan 2022-23

Action	By Whom	By When	Completed
Update the Carers boards including information about Regenerate Rise.	Sara C Elaine	March 2024	Additional information supplied – ongoing
Improve appearance of outside area of Austin Rd practice	Tania and Marie	March 24	Replanting of plantar outside entrance completed by Tania. Regular rubbish checks by staff  <b>Completed 9.23</b>
Declutter waiting room and create a quiet space for those with Learning difficulties.	Tania, Marie and Jenni	March 24	Improved formatting of notices and notice boards decluttered. Small waiting area identified and upgrade in process <b>Completed 9.23</b>
Improve communication about types of appointments .	Jenni	March 24	Presentation to Patient Group 6.23 . For leaflet for waiting room and website and TV screen  <b>Completed 9.23</b>
Make website more user friendly including clearer access to self-help and appointments.	Jenni	March 24	Currently in discussion with Primary Care Network.
Transition to a Total Triage Appointment system	Isata and Jenni	March 24	