

Battersea Fields Practice

Patient Participation Group Meeting

Date: Thursday 27.10.22

Time: 18:00

Venue: Shaftesbury Christian Centre, 2 Austin Road

Attended: Dennis Kearns; Graham Harris; Stephen Graham; Christine Jacobs; Annie Bowman; Dr Jenni Ellingham; Elaine Hird; Marie Sheffield; Carron Cox

Apologies:

Chair: Dennis Kearns;

Minute Taker: Jenni Ellingham

Topic Discussed	Action Points
<p>Welcome Dennis thanked everyone for coming.</p> <p>Previous Minutes Reviewed and agreed</p> <p>Agenda</p> <p>Goals for the coming year</p> <p>Action Plan Update The Action plan has now been completed.</p> <ul style="list-style-type: none">• The repeat prescribing policy has been updated and there is information on the TC screens, website and in the waiting room.• Carers board has been updated including Regenerate Rise and Elaine ensures it is up to date• The TV screen has been updated and new videos of the new types of clinicians such as the physios and social prescribers have been added. Graham noted that not all videos have subtitles/sound and Jenni will look into this further. Stephen remains concerned about the messaging about alcohol in one of the films, and Jenni will check that this is accurate.• The new phone system has improved waiting times for reception and Jenni encouraged the group to use the call back facility if the wait is long. Dennis	

said he was very happy with the queuing facility and that getting through to the surgery was much easier. However there is ongoing connectivity problems, and an upgrade should be installed in the next few days we hope will fix the problem.

- It is not possible to change name settings on the call-in system as discussed previously,

Carron Cox was introduced as the new reception supervisor and explained her role. She is keen to continue to upskill the reception team and welcomes feedback. Graham said that he had noticed a positive difference in reception recently. Jenni explained that there have been a lot of staff changes in reception recently. Graham asked if the practice does exit interviews. Jenni explained that not everyone gets a formal exit interview. Many of the staff go on to work in secondary care or back into study. Elaine explained that Battersea Fields provides training in a wide set of skills, which is useful in other areas of the health service. Elaine reiterated that the reception team enjoy good relationships at work.

Immunisation update

We are providing flu clinics on a weekly basis and encourage everyone who is eligible to get their flu jab. Covid vaccination clinics are happening about monthly at Bridge Lane annex – the next one is November 5th and we are inviting eligible patients. There has been good uptake of the polio vaccine in the under 9s to immunise against this disease following detection of polio in sewage in N London during the summer.

Reception update

In addition to Carron, Jada is now senior receptionist so that there should be a senior member of the reception team available. The new check in screens have had some initial problems but these are being resolved. There have been some general IT problems across SW London and Jenni apologised if this had impacted patient care. These are being resolved across the region. Jenni explained that the practice has started to outsource medical reports to an approved company that will process the data. This will make reports more streamlined and free up administrator time to focus on patient care.

Registrations will become automated from mid-November. Patients will be able to register through the website and this will be a quicker process for the patients, and free up receptionist time for patient care. Everyone agreed that enabling receptionists to spend more time helping patients was positive.

Community employment schemes

Marie explained that we want to support and recruit local people and have been successful through the Wandsworth Match scheme, as well as The Princes Trust.

Patient access to medical records

Jenni explained that patients will be able to view all their medical records prospectively from November 1st. She explained that the practice wants to ensure that patients are kept safe from potentially sensitive or harmful information, e.g. child protection issues or 3rd party information and that processes are in place to mitigate against that. Stephen was concerned about privacy. Jenni explained that we comply with GDPR and ensure data is protected. Jenni explained that no one should ever share their NHS online password with anyone else and that should anyone wish to share their records they should request proxy access. Annie remained concerned that records could be hacked into. Jenni reassured the group that the NHS provides the highest digital security. Ongoing training for the team is being provided, but in view of some of the concerns about notes being transferred safely between surgeries, the PCN has asked for a pause to automatic access whilst this is being resolved. However we will continue to give access to those requesting it going forward.

Staff Changes

Jenni informed the group that Dr Grannell retired on 30.9.22. Dr Norris and Dr Lovestone have started. Emily Bradshaw and Wizzie Johnson have joined the nursing team. Hanna has joined the admin team and BB and Chad have joined the reception team and are settling in well.

AOB

Jenni explained that the Partnership has been approached by the CCG (now ICB) to move the Thessaly Road branch into a new GP building in Sleaford Street, based in a Peabody development. This is due to take place around mid-2024, and as yet no formal agreement has taken place. The Partnership is committed to ensuring the stability of the practice and ensuring that we continue to maintain our high standard of care for our local population and existing patients. The ICB is being very supportive to help provide that stability. Graham felt this was an exciting possibility, but Annie was concerned about the impact on the practice. Jenni agreed that there was some uncertainty but assured the group that when decisions had been reached, there would be consultations with the patients to ensure each stage of the transition is smooth.

Next Meeting **12th Jan 2023 Shaftesbury Christian Centre (covid permitting)**

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Action Plan 2022-23

Action	By Whom	By When	Completed
Review repeat prescription processes – including how to request a repeat prescription, ensuring prescriptions are not lost, improving communication to patients about hospital initiated prescriptions and streamlining prescriptions so they are not out of sync.	Jenni and Marie	March 2023	October 22
Update the Carers boards including information about Regenerate Rise.	Sara C Elaine	March 2023	Updated monthly – October 22
Update TV screen information to make more visual and current– suggestions include short videos on how to use NHS app and how to access prescriptions	Jenni Sara C	December 2022	September 22
Upgrade phone system	Jenni	October 2022	Completed July 22
Review call in system on TV screen and whether it is possible to change settings for name on screen (for confidentiality, if preferred)	Jenni	May 22	May 22- Investigated with IT- unable to change settings on call in screens.