

THE LAW MEDICAL GROUP PRACTICE

Dr Lucy Abrahams Dr Adrian Richardson Dr Anita Kapoor Dr Justin Sack

Minutes of Patient Forum

17TH February 2014

Venue: 9 Wrotesley Road NW10 5UY

Chair: Dr Justin Sacks (GP Partner)

Practice Attendees: Dr Richardson (GP Partner), Dr Lucy Abrahams (GP), Mary O'Connell (nurse practitioner), Joanne Williamson (Secretary), Dr Eddie Guzdar (GP Registrar), Natalie Tomlinson (PA to Practice Manager)

Attendees: 8 patient attendees

Action	Item
	<p>Dr Sacks (JS) welcomes everybody to the PRG meeting</p> <p>JS recounts some of the current problems affecting the NHS and in particular, General Practice (GP):</p> <ul style="list-style-type: none">• Insufficient Funding and Investment• Ageing population with more complex needs• GP recruitment Problems <p style="text-align: center;"><u>Key Priority Areas</u></p> <p>JS goes through the priority issues as agreed with the PRG</p> <p><u>Telephone Access</u></p> <p>Historically the practice has received a lot of complaints regarding the 0800 number. It was agreed with the PRG that the practice would change to a 'local rate' number.</p>
Completed	<p>- <i>Completed. The practice has changed to a '020' number as of 25th November 2014</i></p> <p><u>Reception</u></p> <p>There were concerns raised regarding privacy and confidentiality at Wembley reception area. It was agreed with the PRG that the practice would look at an alternative queuing system.</p>

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Ongoing	<ul style="list-style-type: none"> - <i>Ongoing. The plans are still being discussed for adding a partition structure to the reception area. No final decision has yet been agreed</i> <p><u>Staff Training</u></p> <p>JS notes that most patient feedback regarding reception is very positive. Patients understand that reception can be a very pressured and difficult area in the practice and appreciate the receptionists welcoming and helpful manner. However some problems have been noted and the practice agreed with the PRG to look at continued training for the reception team.</p>
Completed and Ongoing	<ul style="list-style-type: none"> - <i>Completed and Ongoing. Reception team have monthly meetings including 'role play' practice</i> - <i>All practice staff had information governance training on 6th February 2015</i> - <i>Kilburn-wide reception training programme is being planned through the Kilburn Consortia network</i> <p><u>Communication</u></p> <p>It was agreed with the PRG that the practice would produce a newsletter.</p>
Completed	<ul style="list-style-type: none"> - <i>Completed. The practice released a 'winter 2014-15' edition newsletter featuring information on services available at the practice, flu vaccinations, and staff changes. The newsletter has been distributed via email to members of the PRG as well as being added to the practice website. A copy of the newsletter is also available from the practice reception desks. PRG informed that the practice newsletters will be produced on a bi-annual basis: one winter and one summer edition.</i> <p>Promote practice online services and increase the amount of online access users.</p>
Completed and Ongoing	<ul style="list-style-type: none"> - <i>Completed and Ongoing. Posters advertising online services have been put up in waiting areas and the practice website. We have also added leaflets to clinical consulting rooms.</i> - <i>The practice notes a 12% increase in amount of</i>

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<p>Completed</p>	<p><i>appointments booked online in the last year.</i></p> <p><u>Increase online services</u></p> <ul style="list-style-type: none"> - <i>Completed. Patients are now able to view parts of their medical record online.</i>
<p>Ongoing</p>	<p><u>Email communication</u></p> <ul style="list-style-type: none"> - <i>Ongoing. The practice is planning to pilot email communication within the next six months.</i> <p style="text-align: center;"><u>Survey Results</u></p> <p><u>Complaints and Patient Feedback</u></p> <p>JS notes the practice has received 25 complaints over the last five months.</p> <ul style="list-style-type: none"> - 36% of complaints were regarding difficulties in getting an appointment or appointment errors - 36% of complaints were regarding length of waiting time when booked appointments ran late - 12% of complaints were regarding clinical matters and/or individual clinicians - 4% of complaints were regarded as ‘miscellaneous’ e.g. registration issues, stained chair.
<p>Add to priority area</p>	<p><i>It was agreed that appointments will be looked at further by the practice as a priority area.</i></p> <p><u>NHS Choices</u></p> <p>JS notes that three comments have been left on the NHS choices site.</p> <ul style="list-style-type: none"> - Comment regarding practice staff attitude - Comment regarding inability to get an appointment - Comment regarding compliment of practice

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Friends and Family Survey

JS notes that 441 responses have been collected from the survey so far. This is an adequate sample size based on the practice population; however JS advises that the survey is ongoing.

- 73% of respondents stated that they were extremely likely or likely to recommend the practice to their family and friends. Reasons stated were positive aspects of practice staff and clinicians; helpful, friendly, professional, patient.
- 17% of respondents stated that they were extremely unlikely or unlikely to recommend the practice to their family and friends. Reasons stated were problems with access; long waiting times to get an appointment and scheduled appointments running late.
- 10% of respondents expressed a neutral or 'do not know' response.

Changes to the appointment system

Dr Adrian Richardson (AR) discusses planned changes to the way the practice will be managing appointments. AR notes the problems that patients face when trying to see a doctor at the practice. Our statistics show that 50% of our patients would prefer to be seen by a doctor on the same day. The practice is planning a trial of the 'King Canute' appointment system. The King Canute technique is an innovative approach to appointment management which uses mathematical analysis to create a bespoke and tailored approach to GP access. Key features of the technique are:

- Same day service – 'open' appointment system available to patients on the day.
- Full compliment of clinical staff at 'peak' times
- Pre-booked appointments still available, with the bulk being designated at 'off-peak' times

AR notes that the expected benefits of such a system are:

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- Equilibrated 'supply and demand' service
- Reduction in patients missing pre-booked appointments
- Maximum number of appointments available on busiest days/times
- Reduced pressure on practice staff
- Increased patient satisfaction

AR advises that the new system will begin in mid/late April and that more details will be released to patients nearer this time.

JS informs that a meeting will be held with clinicians to discuss the finer details of the new appointment system. Any members of the PRG who wish to attend the meeting are welcome and should contact law.medical@nhs.net to register their interest, or alternatively send written request to Natalie, PA to practice manager.

Media Coverage of General Practice

AR plays recording of recent interview on radio 4 concerning the problems and pressures of working in general practice. The programme can be accessed at <http://www.bbc.co.uk/programmes/b050bwpb> (approximately 90 minutes into the interview)

AR notes that the current problems within our practice are reflective of many general practices in the country. GP's are under immense stress and pressure at the present time and general practice needs more investment if it is to continue to provide a good service to patients. AR also notes that more funding in general practice will help reduce the amount of patients unnecessarily attending A&E departments, which also means that patients will see a doctor that actually knows them. AR asks patients for their support to maintain GP services. Also notes that patients can raise this with their local MP.

Open Discussion

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Patient comments that they are happy with the new '020' telephone number and thanks the practice for initiating the change.

- *JS comments that due to the pressures on the practice at present, the service is still not perfect and some 'teething' issues are expected due to the many changes happening in the practice*

Patient mentioned it would be useful to gain feedback from reception team on how they feel their training is going

- *Practice agrees this is a good idea and will add this to the practice action plan.*

Patient wonders if 'barrier' at reception would be helpful.

- *Dr Lucy Abrahams (LNA) responds that it is important that receptionists have an unobstructed view into the waiting room. Waiting room and reception desk cannot be separated.*

Patient asks about information sharing (patient's medical records) with the HUB and 'care.data'

- *AR advises that care.data is not related to sharing locally. The scheme is more aimed at large scale data collection for government planners and policy makers with the aim of improving patient care and services. This scheme is more targeted at guiding decisions about how to manage NHS resources. All details that can identify individual patients are removed from the data. The care.data scheme is still being piloted at present. Leaflets containing further Information are available at reception.*
- *All practices that access the HUB use the same electronic software (Emis Web) – and so basic information, such as current medication and allergies, can be accessed by the HUB doctor. JS assures patients that information from HUB appointment is 'synced' with patient's medical record.*
- *JS advises patients that the HUB clinic will continue to become more important in future and the 'network' is expected to increase and expand.*

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- AR discusses 'Summary Care Records'. Notes that the health professional still needs patient consent to access the information.

Patient asks for further information regarding weekend and evening appointments at the HUB

- HUB appointments are available to all patients for acute problems when they are not able to get an appointment with their own GP.
- MOC notes that nurse appointments are also available through the HUB clinic and so patients can attend at weekends for services such as baby vaccinations and cervical smears.

Patient comments that there are some issues with confidentiality at Willesden reception.

- JS responds that this can be difficult to manage as the area is quite small.
- AR also notes that there has been no funding or investment in general practice premises for many years and so it is difficult to upgrade the buildings. AR agrees that the premises are no longer sufficient to accommodate the volume of patients now registered at the practice. General practice is a 'front line' service and needs greater investment to be able to cope with the demands placed on it in the future

Patient asks why the practice does not close the list.

- LNA comments that the practice is not allowed to close the list. We cannot refuse to register patients who fit the registration criteria.
- JS confirms that practice list size currently stands at approximately 14,500 patients

Patient asks about changes to the physiotherapy service.

- JS advises that the physiotherapy service is now based at Willesden Centre for Health and Care

Patient is concerned about the number of appointments that are wasted because patients do not attend and fail to

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<p>cancel the appointment.</p> <ul style="list-style-type: none">- <i>Practice note that this is a problem. In the month of January there were 308 missed appointments. This equates to 20 clinical sessions (15 appointments per clinical session).</i> <p>Patient wondering if patients who do not attend their appointments should be removed from the list.</p> <ul style="list-style-type: none">- <i>JS notes that there are many reasons why patients do not attend their appointments. Some patients are extremely vulnerable and so we would not usually remove patients from our list for this reason.</i>- <i>LNA also notes some medical factors such as dementia and depression can affect whether patients remember to attend their appointment.</i> <p>Patient comments that they are surprised at the amount of wasted appointments considering the practice sends out a text reminder 24hours prior to the appointment.</p> <ul style="list-style-type: none">- <i>Practice hopes that the new appointment system will help to eradicate the problem of missed appointments.</i> <p>Patient expresses concern regarding getting their prescription. States that did not get the prescription within 48 hours.</p> <ul style="list-style-type: none">- <i>AR responds that the 48hour timeframe refers to routine prescriptions. If there is a medication change, especially when initiated by hospitals and outside agencies, this often will take longer as the doctor must look carefully at all of the details before issuing new medication. AR also notes that there are other issues that can delay prescription requests such as if the patient is overusing the medication, or if the doctor has prescribed a medication for only a short time and needs to see the patient before further medication can be issued. AR advises that often medication prescribing can be complicated and doctors must use caution when issuing medication to patients. Unfortunately this can sometimes mean that patients must wait longer than 48hours for their prescription in the interests of safety.</i> <p>Patient comments that they have been registered with the practice since the 1950's and feels very proud to be a</p>
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patient at '9 Wrotesley Road'. Patient is very grateful for the quality of service that they have received over the years and the 'good doctors' at Law Medical Group Practice.

- *The practice is very thankful for the compliment and strives to provide the best service we possibly can to all of our patients.*

Patient asks how the new appointment system will work and queries whether we will have more doctors available on Mondays.

- *AR confirms that the new strategy will be that we 'topload' the available appointments for acute care for Mondays, (mornings in particular) as this has always been a very busy time at the practice. Pre-booked appointments and appointments for 'long-term conditions' management will be allocated to quieter days – in our practice this would be Wednesdays for instance, historically a quieter time in the practice.*

Patient asks when the practice will inform patients about the new appointment system.

- *JS notes that we will add the information to the practice website and put posters and leaflets etc in the reception area.*

Patient comments that politics/politicians should not interfere with the NHS.

- *AR notes that this is difficult as the NHS is a big topic all over the country, particularly at the present time. AR also notes that the NHS is well respected internationally and is often voted the number 1 healthcare institution in the world. AR comments that we should be very proud of this and continue to invest in the future of the NHS.*

Patient questions why the Wembley practice does not have a water machine.

- *Practice notes that we have discussed this issue in the past. Unfortunately the practical health and safety issues prevent a water machine in the patient areas at the Wembley surgery. Patients informed that the receptionist can get patients a drink of water if necessary.*

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Priority Areas and Action Plans

- Appointment Management
- Feedback regarding staff training

Farewell to Dr Lucy Abrahams

AR advises PRG that after a 40 year career working in medicine; 32 years spent in General Practice; Dr Lucy will now be leaving the practice as a partner to enjoy her semi-retirement. However Dr Lucy will still remain a lecturer at Imperial College and will continue to train young GP's. AR notes that Dr Lucy will be very much missed in the practice.

- *Patient thanks Dr Lucy for her care over the past 25 years and comments that he will miss her. Patient presents Dr Lucy with a gift in gratitude of all she has done for him over the years.*

END OF MEETING

Date of next patient forum: To be announced
Minutes taken by: Practice Secretary, Joanne Williamson