

New Folly Surgery Patient Reference Group Meeting

Minutes of the Meeting held on
Wednesday 10th July 2024

Attendees:

Christian Jennings MBE: Practice Manager
Dr Tahlil Rashid – GP
Sue Rogers – Practice Nurse
Rachel Lee - Chair
Hazel Jarvis
Pat Dedman
Gordon Black
Gail Anspack
Pauline Anniss
Pam Gooding
Mike Malyon
Hazel Honey
Roma Woricker
Martyn Hart

Apologies:

Dr Sheetal Bailoor - GP
Dr Santana Chatterjee - GP
Marilyn Marston

START

Christian welcomed everyone to the meeting.

MATTERS ARISING FROM PREVIOUS MEETING. That are not covered in the minutes.

The travel clinic was now operating to near normal routines.

Pharmacy First, Christian fed back on how it was going. There had been a few teething issues over admin, where if a patient saw the Practice first and was referred to the pharmacy the Practice had to send the pharmacy an e-mail so that the pharmacy could be compensated appropriately. This was not necessary if a patient went directly to the pharmacy. Also, the Pharmacy was particularly busy and has had to take on extra staff to cope.

The Practice was now part of the Integrated Care Team where they received feedback from Multidisciplinary Teams on complex or end of life cases, this happens every two months and included patients in care and residential homes.

Also, the practice was the only one in the area that offers Direct Enhanced Services (DES), that is prescribing and monitoring patients that have complex drug needs, in addition to the main core services.

Martyn reported that the Chelmer Valley Park and Ride has returned to Broomfield Hospital. It will run every half-hour from 6:30am to 8:00pm, Monday to Friday.

Helen Peel the District Nurse has met with the Practice and updates it with what is happening in the district and the Practice will see what it can do to support the district nurses.

Christian asked any of the group that thought of how they could improve their web site to let him know.

SUE ROGERS

Sue Rogers has been the Practice Nurse at the surgery since September 2022. But she started her career in 2004, working in King George Hospital, Ilford. With many jobs including general medical car and acute care, she then became a District Nurse where she worked in our area for 14 years until joining the New Foley. Since then, she has been back to college (Anglia Ruskin University) to train to be a Practice Nurse. She has expertise in screening, ECG, wounds, travel vaccination, sexual health, patient advice, health screening, blood pressure and cholesterol monitoring etc.. Her day-to-day job in the Practice is to be responsible for drug temperatures, drug stores, following up vaccination appointments and seeing some 23 patients a day!

Joining the Practice has been a real eye opener for her, she enjoys being busy and she finds it so rewarding caring for patients from birth to end of life.

PRACTICE UPDATE

Staff Update

Kerry has left to join a surgery nearer to home in Shenfield.

However, the Practice has recruited two new staff Nancy and Viki. Viki who came from another surgery in Billericay will work as a Care Navigator. Nancy, who came from the PCN at Romford, will work with another member of staff to carry out the digitisation and updating of patient and other records (like scanning). The Practice had tried doing this with every staff member doing a part, but this had proved difficult. So, assigning two staff members to do this would help with consistency, standards and be better all round.

There will also be a number of medical students in the practice, one just left this week Rosie Rainer, a Y6 student from Imperial College and another from UCL will be joining in December working with us until Mid January 2025.

From early November a number of year 3 medical students from Anglia Ruskin will be spending a week with the Practice, at the same time year 4 students will be on a 4-week placement with the Practice. So, one shouldn't be surprised to meet them, of course patients will be told if there is a student in their consultation and be given the choice of them not being there if the patient wishes.

Practice Resilience

Christian reported that the Practice had gone out to competition for two of the upstairs offices to be converted from administrative offices to medical consultation rooms.

Once the quotes were in, they would look for admin accommodation in the village and then with all those costs they will ask the ICM for funding. **Christian** will keep us up to date.

They will then be able to train other doctors, GP Registrars (that both Dr Bailoor and Dr Chatterjee are trained to do) which would effectively increase the number of GPs available for patients.

ICB Quality Assurance

The ICB quality assurance team looked at how the Practice operated from the viewpoint of policies, drug control, patient safety, infection control etc. and series of actions have been suggested. Christian has drawn up an action plan to review the suggestions such as staff vaccination, training matrix, core and mandated courses, responding to Google feedback, template reviews and opening a Facebook page. There was some discussion on the idea of a Facebook page, with basically a 50:50 split between for and against.

ICB/PCN General Practice Improvement Programme (GPIP)

Christian reported that he and other Practice staff had to attend a webinar on ways that practices could deal with demand and access. They would now be visited by a coach from a consultancy company sponsored by Mid and South Essex ICB, each Wednesday AM so that the coach could build up a picture of how the Practice operated and then he would offer ideas on what to do to as an improvement. This would take 6 months, starting next Wednesday morning. The ultimate aim is to look at efficiencies for both staff and patients with access and demand and the 0800 rush each morning.

Total Triage

The practice had been encouraged by the ICB to look at Total Triage. This is where all contact with the Practice by patients is triaged electronically before the patient is seen. The idea being that an electronic triage would free up Practice resources and give a faster more accurate service to the patient. It could run 24 hours a day for example.

There was quite a discussion on this, however, Dr Rashid said that the concept had not been accepted by the Practice and where he had seen it operating tended to be around large (double digit doctor) practices. Also, the demographics of Ingatestone might prohibit any major gains of an electronic system. They are obliged to look at it and maybe in part it might be useful but whatever happens it would be discussed fully with PRG before any decision was taken.

Any Other Business

A question was asked about patients making an appointment with a certain doctor but when they got into the consultation room it was someone else! Christian said that was wrong and the Care Navigator should always tell the patient who they were going to see. Sometimes due to circumstances outside the Practices control they might have to switch doctors, but the patient should be told. Also, they should be told if it isn't a doctor but a Physician Associate or a Paramedic, especially as sometimes these senior colleagues are still training and a doctor would be needed to sign off any medication, for example. Christian said he would mention this and make sure all Care Navigators understood at his morning meeting tomorrow.

It was asked what is a Single Point of Access (SPOA)? Dr Rashid replied this is a group who have all the contact details for medical and other services in the area. So, a doctor could ring them and get the contact details for any medical/social/care service. Normally they are used by hospitals, but patients can have access as well, especially if they are looking after elderly patients.

It was pointed out that the Practice's web site says you can only discuss one thing at an appointment, what if you have two things? Dr Rashid responded by saying in fact you can have longer if you need it and especially if in the interview with the doctor something else is revealed. In actual fact if you think you may need longer than the normal 10 minutes you can request a double appointment. The reason for the time on the web site is to set expectations, as of course doctor's time is limited.

Many expressed surprise at Dr Bailoor being on the surgery's answerphone machine, with some doubting whether it was her at all! Christian replied that the surgery wanted to make things more personal and it was Dr Bailoor's voice, even though the telephone system made it sound a bit different.

The practice was asked to send articles it wanted published to the Parish Council for inclusion in their magazine, Christian agreed,

Action Martyn to send Christian the details.

Feedback was given about the recent flu jab sessions on Saturdays, with everyone who responded saying it was very well done and thanking the Practice for organising it. Patients especially liked the idea of the "Meet & Greet" host and that so many inoculation rooms were available that kept the queues down so well.

DATE OF NEXT MEETING. Wednesday 15th January 2025, at 7PM