

L.L. Medical Care Ltd (Agarwal & Agrawal Practice) February 2020 PPG Minutes

MEETING HELD ON TUESDAY 4TH FEBRUARY 2020 BETWEEN 1PM – 2PM AT L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)

HOSTS

- Debra Garey (Practice Manager)
- David Cook (Website Administrator)

ATTENDEES:

- Asha Rahman
- Roger.Bisphan
- Janet Miller
McIntyre
- Denise Halton
- Yinka Ogun
- David Pyall
- Dr V Agarwal

Apologies:

- Robert Manaikan
- Lisa Halton
- Leslie Timewell

DISCUSSION AND FORWARD PLANNING

1 APPOINTMENTS AND BOOKING APPOINTMENTS

Appointments can be book from;

- Phoning the practice from 8am Monday to Friday
- Coming into the practice from 8am Monday to Friday
- Booking online, anytime from any device (iPhone, Androind, PC/Laptop or iPad)

Online Appointment hours are available from week to week, next day appointments are available for the next day from 6pm.

Emergency and urgent appointments are available from 6.30pm until 7.00pm Monday, Tuesday, Wednesday and Friday evenings, however there is a limited of appointments so it is important that if patients are able to make an appointment but cannot attend, patients need to let us know as another patient may need that slot and an alternative appointment will need to be booked. This helps to reduce the number of patient DNA's (Do Not Attends).

If all the emergency and urgent appointments are not available, and the problem cannot wait, it is up to the doctor to decide if the patient can be seen or not, it is not up to the receptionist (s).

Private appointments are available for our private patient's.

If patients are required any follow-ups (appointments medication, notes and alerts are put on their EMIS record and raised in reception tasks to complete, for example, if a follow-up appointment is required, the patient is contacted by the receptionist and an appointment is made.

L.L. Medical Care Ltd (Agarwal & Agrawal Practice) February 2020 PPG Minutes

If you are waiting for a call from one of our doctors, could all patients please keep their contact lines free as the doctor will try calling no more than twice. If the doctor cannot get through to any patient at the time in which the call is made, a note will be put on their personal patient file to record that the doctor tried to call them.

Patients are still able to ring up for test results from 2.30pm until 4.30pm, this is also referenced on the practice website and on the practice NHS Choices page.

For any hospital appointments, a chase up letter can be sent from the practice with a 1-2 week time frame for a response as previously all letters, and other medical information could be sent via fax, now the fax system is no longer used.

DNA testing is also delivered by Dr S Agarwal.

A new computer system was introduced and installed on the 19th November 2019 and has fixed a lot of previous difficulties that the patient and the practice shared respectively.

2 RAPID NHS RESPONSE TEAMS

Expert rapid response teams will be on hand within two hours to help support older people to remain well at home and avoid hospital admissions, under new plans outlined by the NHS today.

Local health service and council teams will begin the roll out of Urgent Community Response teams from April, as part of the NHS' Long Term Plan to support England's ageing population and those with complex needs.

The teams will give those who need it fast access to a range of qualified professionals who can address both their health and social care needs, including physiotherapy and occupational therapy, medication prescribing and reviews, and help with staying well-fed and -hydrated.

Backed by £14million of investment, seven 'accelerator' sites will be the first to deliver the new standards for care, working together to standardise how urgent community services will be measured, and delivered consistently across the country, 365 days a year.

Older people and adults with complex health needs who have a very urgent care need, including a risk of being hospitalised, will be able to access a response from a team of skilled professionals within two hours, to provide the care they need to remain independent.

A two day standard will also apply for teams to put in place tailored packages of intermediate care, or reablement services, for individuals in their own homes, with the aim of restoring independence and confidence after a hospital stay.

L.L. Medical Care Ltd (Agarwal & Agrawal Practice) February 2020 PPG Minutes

The urgent response standards are part of a range of commitments – including enhanced NHS support to care homes – which local health and care leaders will be rolling out over the next few years to help keep older people well at home and reduce pressure on hospital services.

3 PRESCRIPTIONS NOT AVAILABLE ON THE NHS

Paracetamol, Codeine, Olive oil are just a few of the items of medication that are on a list of 80 medications that will no longer be prescribed by doctor's. A full list of items is available to the doctor's.

4 DOCTOR AND NURSE WORKING HOURS

The practice now employs 5 doctors and when available to cover hours from our other doctors, locum doctors. We also have 3 advanced nurse practitioners.

We also have a business manager and DPO (Data Protection Officer) in our employ, who work closely with the practice and are involved with David and the website, providing a better service and an improved method of communicating with our patients.

- Our locums work 3 days per week
- Mr V Agarwal and Mrs S Agrawal work 3 days per week
- Mrs B Agrawal works 5 days per week
- Dr Uddin works 2 days per week
- Dr Ali works 1 day per week
- Huda Mohammed works 2 days a week
- Our advanced nurse practitioners work Monday, Wednesday, Thursday and Friday

5 MINOR AILMENTS SCHEME

The scheme is due to end in March 2020, due to the costs involved in the running of the scheme and how the scheme has been mishandled by the user's of the scheme.

6 IMPORTANT MESSAGE TO OUR PATIENT'S

Patient's are advised to take their medication regularly. Please see a Dr or a nurse if you have any chronic conditions a minimum of 2 times a years, and it is advised to have blood and urine tests, if they are indicated by one of our clinicians.

The surgery will contact patient's if any investigation results are abnormal or needs to be actions by one of our doctor's. Please avoid seeing a doctor or nurse for investing.

7 CONTRACEPTIVE AND OTHER SERVICES

The practice is hoping to start delivering contraceptive services in the future, such as sub-dermal implants, coils etc, as well as private Joint injections.

8 TELEPHONE CONSULTATIONS

If a patient requires a telephone consultation, consultation is made when the patient contacts the practice. The receptionist agrees an end of morning session with the doctor and the patient is informed, the telephone consultation then takes place at the end of the morning session.

9 VIDEO CONSULTATIONS

Video conferencing is a future aspect of the service. It is not in place yet, and will be available to patients' who use a smartphone. GDPR will play a part in deciding its use due to how patient video consultations are to be recorded and reference in the patient's EMIS record.

10 PATIENT DIALYSIS MACHINE

The practice is currently trying out a patient dialysis machine through February 2020 for a one month trial. The machine is able to access a patient's height, weight, BP and BMI. All readings from the machine are entered onto a print-out which the patient will give to the receptionist. Patient's wishing to use the machine will have to get a token from the receptionist.

11 PATIENT YEARLY MEDICAL REVIEWS

Medical reviews are to be carried out yearly, if the patient is healthy. The patient will receive regular updates if there are concerns to their health.

12 EXTERNAL PPG MEETINGS (WFCCG)

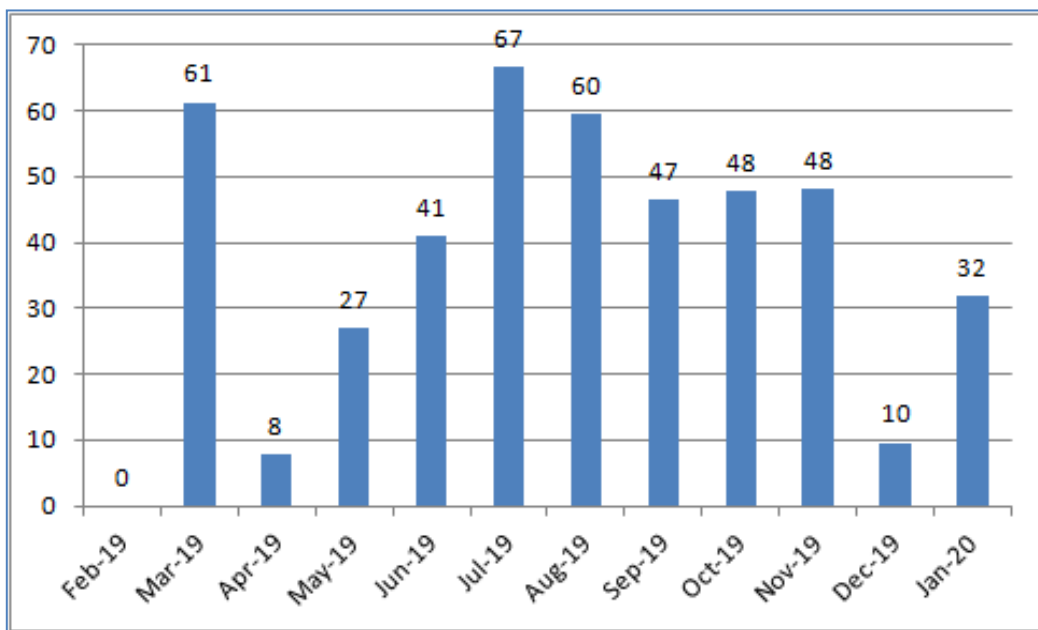
All PPG chairs, David, and Debra receive invitations to attend PPG meetings outside of the practice, it is outside of the practice, that all mentioned, receive updated information on NHS services that are currently in existence and maybe in the pipeline, in order to deliver the best care to all patients on the NHS.

The next meeting is on Wednesday 12th February between 6pm and 8pm.

13 IPLATO SURVEY RESPONSES (JANUARY 2019 TO JANUARY 2020)

After an appointment, patients who have provided a mobile number are prompted via text, to complete a short question from the FFT – ***Would you recommend our practice to a friend or family member?***, and if they wish to supply a reason for their answer.

	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Totals
Extremely Likely	0	20	10	28	10	25	26	20	14	28	36	40	257
Likely	0	10	8	38	11	10	15	23	6	18	31	36	206
Neither/Nor	0	1	8	4	1	1	1	0	3	2	14	5	40
Unlikely	0	0	0	3	0	0	0	0	0	0	5	2	10
Extremely Unlikely	0	0	0	1	0	0	0	0	0	2	8	5	16
Total	0	31	26	74	22	36	42	43	23	50	94	88	529
FFT SCORE	0	61	8	27	41	67	60	47	48	48	10	32	447
Number of comments	0	12	17	18	0	0	0	0	21	22	53	36	179
% of Comments	0	39	65	24	0	0	0	0	91	44	56	41	361



The patient’s seem to have a mixed view about the practice, spanning from good and bad comments about doctor’s and nurse’s with the majority swinging to positivity.

Appointments and booking appointments, seems to be ongoing, however both the reception and waiting areas advertise all the ways in which patients can book appointments;

- Calling or coming to the practice from 8am in the morning.
- Booking appointments online using Online Services (from an iPhone, Android Phone, PC/Laptop or other device).
- Booking appointments online using the NHS App (from an iPhone, Android Phone, PC/Laptop or other device).

The practice also provides Home Visits and private examinations

L.L. Medical Care Ltd (Agarwal & Agrawal Practice) February 2020 PPG Minutes

The use of a self-check in was also raised, but this has been confirmed previously with the high tier of management at the practice that the use of a check-in service will not be used with the practice.

PPG questionnaires for the 2019/2020 period were given out by David, when he came in into collect and process iPlato and PPG questionnaire submissions. Results from both methods were recorded in the ongoing spreadsheet and Word documents and sample documents, with permission given by patients.

FORWARD ACTION PLAN

The opinions, suggestions and feedback highlighted in the PPG meeting of 2019/2020 on Tuesday 4th February 2020 will be reviewed and considered by the practice's primary care team in a practice meeting and will be brought into action as soon as possible.

Our next PPG meeting was not arranged at the meeting. PPG members will be notified and invited via telephone, emails, post and website and poster advert when a date has been decided.