

Notes from meeting held at Jai Medical Centre (Brent) PPG Group – 3rd March 2020

PPG Member (3 from Sheldon 5 from Staglane)

Dr S Patel, Ms H Patel and S Vaghela (JMC Brent)

SV apologised that the minutes from previous meetings were not circulated earlier. That they will in the future be emailed to each member and those who do not have email id, by post.

Apology – Mr Patel

Action from previous meeting

- GP internal survey – done – sent 1700 emails – response 174. Survey was from 15th January to 28th February 2020. Survey results will be discussed during the meeting.
- Newsletter – updated on website , text messages and emails sent.
- Card with practice name and E code – **not printed – will be actioned before end of March 2020.**

Coronavirus Update

- Dr S Patel discussed the virus
- Emails and text messages will be sent to all patient updating with Public Health England website which has covered all aspects.
- Any concerns to contact the practice.
- Staff have been all given mandatory training. Slide presentation prepared by Dr S Patel.
- Website has been updated with Coronavirus information.

Safeguarding and Carer Leaflets

- Practice has printed safeguarding and carer leaflet
- Hoping to achieve more awareness
- Poster were not sufficient
- Leaflet in every clinical room and patient waiting area.

Staff – Doctors

With immediate effect the following changes have been made to the practice rota

Dr S Patel – Stag – Tuesday and Friday Sheldon Wednesday (for next two weeks)

Dr S Hussain – Sheldon – Monday and Tuesday. Staglane Thursday

Dr P Vijaynathan – Sheldon Wednesday, Thursday and Friday

Update on Nurse Prescriber

Nurse prescriber has resigned. The practice is looking to replace with another Nurse Prescriber or Advanced Nurse Practitioner.

CQC Revisit

We have been advised by CQC that they will be doing a focussed visit on the areas where practice has been put on special measures.

SV advised that practice has made lot of improvements in the areas. The outcome will be shared with PPG at the next meeting.

Patient Survey Results

Getting through to us by Phone ?

Excellent 27% Good 51% Fair 14% Poor 9%

the practice will continue to improve. Online appointment will also take the pressure of the phone.

How helpful are the receptionist?

Excellent 35% Good 45% Fair 12 % Poor 8%

General feedback from PPG was that reception staff were very helpful.

Our appointment time available to you?

Excellent 17% Good 36% Fair 26% Poor 21%

Calls are triaged to ensure that appropriate access is given. Extra appointment for Smears with Nurse have been created.

How to rate the surgery when you get to see or speak with your preferred GP?

Excellent 33% Good 49% Fair 12% Poor 6%

When the survey was been done, Dr S Patel was away due to illness.

Based on your last visit were you given enough time with the healthcare professional?

Excellent 39% Good 44% Fair 13% Poor 5%

Practice is doing well.

Based on your last visit how would you rate the treatment & care you received from the GP or the Nurse?

Excellent 47% Good 38% Fair 10% Poor 5%

Practice is doing well.

Based on your last visit how would you rate your confidence and trust in the GP or the nurse who assessed you?

Excellent 40% Good 45% Fair 11% Poor 3%
Practice is doing well.

Based on your last visit how would you rate the GP or Nurse recognised & understood any mental health needs?

Excellent 38% Good 40% Fair 14% Poor 8%
Practice is doing well.

How would you rate the support you have received in the past 12 months to help you manage your long-term condition(s)?

Excellent 29% Good 41% Fair 21% Poor 9%
The practice has good access to its clinical team for long term, we are looking into to having once a month a respiratory prescribing pharmacist.

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?*

Extremely Likely 31% Likely 35% Neither 17%
Somewhat unlikely 6% Very unlikely 9% Don't know 2%

Do you think the practice has improved in the last 12 months?

3.36 Stars.

Your age

17 – 25	26 – 35	36 – 45	46 – 55	56 – 65	66 - 75	75+
6%	15%	20%	18%	20%	11%	9%

Male or Female

Male	Female	Prefer not to say
41%	55%	4%

Are you aware of e-Consult?

Yes - 28%

NO - 72%

e-Consult

The practice will run a campaign by text and email to increase uptake on the e-Consult. Dr S Patel explained how this will also improve the manner in which access is used because

there are appointment that are taken up which would be easily managed if patient used e-Consult. E.g. Sick Note

Primary Care Toolkit

The practice uses information that available on the public domain to identify and improve it services.

6 Positive Indicators

Chronic Heart Disease ; Hypertension; Precribing antibiotics; Anti depressants; support offered to smokers and the status recorded.

8 Level 1 Indicators

Borderline for diabetics HbA1c 64mmol or less; MH comprehensive care plan; SMI alcohol recorded; Child Imms; COPD review dyspnea scale;

Dr S Patel explained the practice encourages children parents to have their vaccines. It will be running a full audit to identify if there was a particular trend rather than work on assumptions. The website is also updated with the recent release of child immunisation leaflet in various languages issued by NHS England. The nursing and administrative staff will be directing patient where language barrier in understanding.

1 Level 2 Indicator

Cervical Smear (58.10) our audit shows (68%)

Internal practice search shows that we are at 68%, nurse appointment for smear are available online for patient to book. We are hoping that is being improved. Contact with the mosque was made. The website is also updated with the recent release of smeear leaflet in various languages issued by NHS England. The nursing and administrative staff will be directing patient where language barrier in understanding.

AOB

One PPG member asked why it was difficult to get advance appointment. Dr S Patel explained that she had been away ill and therefore the advance appointments were not set up as it was on some days covered by locum. There was also pressure on her appointment because patient only preferred to see her.

One PPG member from Sheldon was not happy that Dr Hussain will only be doing two days a week. Explanation was given in response, Dr Hussain's needs for support and wish to reduce her sessions.

Action Plan:

- Card with Jai Medical Centre (E84020) to be printed, so that patient could use this when they visit UCC, A&E and their appointment at hospital.
- Emails and Text – encourage e-Consult.
- Email or post the minutes to this meetings.

Next Meeting date: 16th June 2020



2020 February
Patient Survey.pdf



Answers to
Questions 15.pdf