

Blackfriars Medical Practice Group Meeting

Thursday 29th July 2021

1. Introductions and Apologies

Surgery Staff

Facilitator – René Mehta (RM) Practice Partner, Gill Wright (GW) Practice Manager

Patients – Rebecca Clark (RC), Zena-Marie Sherman (ZS), Carole Milner (CM)

Apologies – Brenda Bartlett, Brenda Potter, Lara Akpojiyovwi, Roger Sweet

2. Update on current position

RM/GW apologised for not having been able to host a meeting and noted that it has been the most challenging time for everyone. All staff at Blackfriars have been off with Covid or isolating due to contact at some point during the Pandemic.

RM introduced himself to the group and gave his background from starting with the practice in Dec 1996 as a Practice Manager to working with the PCT/CCG, managing 3 practices and now being the Managing Partner at Blackfriars.

RM noted that throughout the pandemic the surgery has adhered to the Standard Operating Procedures as mandated by NHS England. Surgeries are still instructed by NHS England to conduct total triage so that patients are consulted by phone or video rather than face to face. There has always been a triage system in place in general practice as receptionists understand the local pathways of care and can redirect patients to more suitable options such as pharmacies or social prescribers. This triage is defined by the clinical staff so receptionists are aware of what their limitations are in recommending alternatives. Setting a specific time for a phone consultation is particularly difficult when calls regarding mental health conditions, depression or cancer (amongst many other things) cannot be limited to a 10 minute conversation. The practice is also trying to make a call several times if a patient does not answer the phone. Other surgeries don't necessarily offer this.

RM noted the importance of keeping patients and staff safe and explained that when visiting the practice the wearing of face masks and social distancing remains in place and indeed across the NHS. This information has been added to the practice website and notices are displayed at the surgery. Covid has not gone away as witnessed by the rise due to the Delta variant.

As at 2nd of July more than 172,000 (61%) people registered with a Southwark GP have received a first vaccination dose. More than 106,000 (38%) have received their second dose.

Many of Blackfriars staff have been working at the local vaccination hub (Artesian Health Centre) on Grange Road throughout.

Local figures from the Artesian vaccination hub as of week (22/07/2021):

We have now given over 63,500 Covid-19 vaccinations, of which almost 25,500 are second doses, and ensured the coverage of our population with at least one dose to:

- 92% of our care home population
- 86% of our 65 and over population
- 81% of our extended clinically extremely vulnerable population
- 74% of our younger population (16-64) with underlying health conditions
- 70% of our population aged 50-64
- 60% of our population aged 40-49
- 52% of our population aged 30-39
- 49% of our population aged 18-29

All 2nd doses are given at 8 weeks and not before, unless authorised by the South East London CCG (which is a national requirement of the vaccination programme).

Planning is taking place for 3rd doses for those eligible plus the flu vaccination campaign.

The practice is receiving numerous requests a day for assistance with the NHS App and especially the Covid Pass. We are trying our best but we didn't design the app and aren't experts in its usage. Patients who have the vaccine in England have the data automatically uploaded into their patient record. Most of the requests come from patients who have had their vaccines abroad and we have to manually enter that data into their records. The NHS is working on getting data from abroad to feed into patient records held in this country but that is a large undertaking. Patients who have received the vaccine abroad (inc Scotland, Wales & both Irelands) won't get a Covid Pass. Data within the Covid Pass only comes from vaccines given in England. With such a massive scale vaccination programme, there are inevitably data issues, which again patients naturally turn to us to solve especially when 119 tells them that we can amend the records for vaccines given elsewhere, which we absolutely cannot do.

3. Time for Care Project

RM informed the group that we had a first meeting with the team who we will be working with over the next 12-18 months from NHS England on various initiatives aimed at improving patient access. We hope it will have a positive impact and have direct benefits for patients. We will keep the group informed of the progress.

4. National Patient Survey Results

Overall experience

90% describe their overall experience of this GP practice as good
South East London average: 81% National average: 83%

502 Surveys were sent out and 110 were completed – a completion rate of 22%

The practice achieved higher than or equal to the South East London average in 17 of the 18 questions.

The practice scored best in the following:

- 88% find it easy to get through on the phone
- 97% took the appointment they were offered
- 98% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment
- 93% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment
- 99% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment
- 98% felt their needs were met during their last general practice appointment
- 90% describe their overall experience of this GP practice as good

Suggested areas for improvement:

- 85% find the receptionists at this GP practice helpful

Full Survey breakdown is available here:

<https://gp-patient.co.uk/PatientExperiences?practicecode=G85642>

5. Patient Feedback and involvement

CM raised 5 queries

- Do you have to have a mobile phone to set up an NHS login and what about those who don't have one

RM/GW noted that whilst a mobile is needed for the NHS APP if patients want access via their smartphones, the APP is also available on other devices such as a tablet or PC. Patients do also need to have completed an online access form to access aspects of their medical records such as repeat prescriptions, book appointments and parts of their medical history. The online access form is available via email (souccg.blackfriars@nhs.net) and patients may be asked to produce/send in photographic ID to ensure that access is given to the correct person.

- What provision was (and will be) made for those who cannot get to the Artesian Centre for vaccinations

All housebound patients have been vaccinated by staff from the Artesian hub or by our practice nurses on home visits. Guy's and St Thomas's Hospitals were routinely vaccinating patients who attended for clinic visits on site. Walk-in Centres, pop-up clinics and some chemists have also been offering to vaccinate. A local pharmacy, St Georges' Pharmacy, St Georges Road – 0207 928 7815 is offering the vaccination with no appointment necessary. The Social Prescribers can also assist with organising travel for patients who have difficulty getting to the Artesian. The Social Prescribers are link workers who connect people to community groups and statutory/voluntary services for practical and emotional support. They

help any patients and in particular those with one or more long-term conditions, who need support with their mental health, who are lonely or isolated or who have complex social needs which affect their wellbeing.

- If an online request for prescription renewal is refused what is the process for informing the patient

GW noted that the usual procedure is for the GP to send a txt message to inform the patient that the request has been rejected or for someone from reception to phone the patient. CM & RC said this had not happened to them recently. - **ACTION**

- Has our practice complied with or opted out from the proposals re disclosure of patient information

RM noted that patients have a choice of filling out a Type 1 opt-out preference form and the details are then coded on to the medical records. This prevents your data being shared outside your GP practice for anything other than individual care for patients, while the national data opt-out stops NHS Digital from sharing any confidential identifiable information for reasons other than your individual care. Ask at reception for a form or download from our website. ZS & CM asked for a form to be emailed to them – **ACTION**

- Who owns our practice – our GPs or a foreign company?

RM noted that the Blackfriars Medical Practice premises is owned by the former Senior Partner, Dr Chudha. RM along with 2 other partners, Dr N Robin and Dr S Mahal own the practice. It is not being taken over by the large US Health Insurance Corporation (Centene/Operose Health) who own the AT Medics surgeries (4 surgeries in Southwark and 49 in London).

RC raised 1 Query

- Were reception staff trained for delivering telephone triage?

RM noted that JB the Advanced Practice Nurse Practitioner had spent time training each receptionist on delivering telephone triage.

6. Staff Changes

GW noted that Dr Fadini and Dr Brilliant are both going on maternity leave for 1 year. Dr Alex Warwick-Smith & Dr Leen Tannous have joined the practice as permanent members of staff and Dr Jasmine Nagpal is joining as maternity cover for 1 year.

RC asked if there had been any reception staff changes – None at the moment.

Neil, the Osteopath, has returned to seeing patients face to face at the practice.

Health visitors have now returned to the practice for face to face child health appointments which they book directly themselves (no walk-ins are allowed by the Health Visitors). Social Prescribers – are now working at the practice 3 Mondays of every month.

7. AOB

RC informed us of difficulties she is still experiencing with the local chemist.

RC asked GW to facilitate email addresses between her and CM – **ACTION**

ZS expressed her request for the next round of PCN funding to take into account the need for Mental Health access for the borough.

Date of Next Meeting – Online links will be shared in due course

Thursday 28th October 2pm – 3pm

Actions:

Ref	Action	Lead	Due date	Status	Detail
29072021-1	Rejected prescriptions	RM/GW	19/08/21	OPEN	Discuss at next clinical meeting
29072021-2	Type 1 Opt-out form	RM	29/07/21	Closed	Sent via email
28072021-3	Facilitate email addresses	GW	30/07/21	Closed	Sent via email