

Practice Participation Group Agenda

Date: 02/12/2021

Introductions – Host Lianne & David

Introduction to the New Practice Manager Clare Magona

Update on Louise farewell: Dr Louise Irvine retired in August

A few words from the Lady herself:



I am taking this opportunity to let everyone know that I have retired as a GP and partner at Amersham Vale Practice. I first started working in the practice around 1992 then joined as a partner in 1995. Since that time I have seen the practice grow and thrive. I'm very proud of all the good work we have done over the years and the service we provide to our community. I feel very sad about leaving and I want to thank all the wonderful people I have cared for and worked with over the years: my patients and my colleagues, whom I will dearly miss. I thank everyone that has made my time at Amersham Vale so fulfilling. If you'd like to read more about my experience at Amersham Vale and my thoughts on leaving please follow this link to a little article on the practice website.

Love to you all,

Louise

(Full letter will be added to the website)



Staff Update -

Receptionists:

Jane, Alex, Cory, Chante, Keanu, Alvyn

GPs

Dr Omolola Fakoya - Sales, Dr Camile Hiron

ST1 and ST3 Trainees:

Dr Mazin Eragat, Dr Charlie Godavitarne

Nurses

Elaine Rowland

New Ways of booking Appointments – How they work,

- See <https://www.amershamvale.co.uk/appointments-index>



consult



Patient Access

Econsult are available from 7:30am to 10:30am (Mon-Fri)



One patients mentioned, that the patients that work mornings, do not have the opportunity to use the eConsult platform at these times.
The practice will review times for access to all patients and will feed back at the next meeting.

We now have a number of ways that patients are able to use to book appointments with a number of services available for self-referral online.

New services that are bookable on the AskFIRST app:

- **Book a telephone appointment up to 10 days in advance**
- **Book Flu vaccine**
- **Book Smear Test**
- **Book Contact Physio**
- **Book Mental Health Talking Therapies**
- **Social Prescribing; Healthy Walks, Housing Information, Immigration**
- **Triage your conditions to get the right help 24:7**



Doctaly Assist – This system has been created by the NHS and Doctaly to help monitor patients at home who have certain long term conditions such as asthma, diabetes and hypertension.

It is designed to help NHS healthcare professionals safely manage and monitor these patients without the patients needing to physically visit a GP practice. Many of these patients are particularly at risk from COVID-19, therefore home monitoring can help keep them safe.

How does it work and how can it help me?

If your doctor feels that you should be monitored, with your consent you will be invited to use the service. You will receive clinical assessment reminders via WhatsApp, asking you a series of questions about your condition and how you are feeling. Your responses will always be reviewed by a healthcare professional and if necessary, you may be contacted directly via chat, phone or video.

New policy:

- **High rates of Did Not Attends (DNA)**

- Wastage of Face to Face appointments
- Resulting in poor satisfactions outcomes

What we are planning to do:

- After 1st DNA – Text patient to advise them they have missed their appointment and direct them to the DNA policy on our website
- After 2nd DNA – write a letter to get patient to explain why they missed their appointment and remind them if they DNA another appointment within a 12 month rolling period, they are at risk of being removed from the practice list.
- After 3rd DNA – a letter sent again but with an appointment to discuss with the practice manager, to find out if any reasons or troubles they may have in cancelling an appointment.
- If no satisfactory conclusion – patient will be removed from the practice list.
- DNA Policy: <https://www.amershamvale.co.uk/dna-policy>

Within the **last week**: **62** (23/11/21-30/11/21) ← **15.5 Clinical Hours Lost = 1.5 Days Lost**

Within the **last month**: **438** (November) ← **109.5 Clinical Hours Lost = 10 Days Lost**

Within last **4 months**: **764** (Aug- Nov) ← **191 Clinical Hours Lost = 24 Days Lost**

Since **1st January 2021**: **1018** ← **254.5 Clinical hours lost = 97 Days Lost**

Patient wanted to know the reasons for patient DNAs – This information was not provided, examples were given such as, Hospitalisation, Isolation, language barriers and transport were but a few. With this new policy the practice will keep reviewing reasons as to why the figure are so high below.



You are still able to donate to save the Children

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Text TEAMAVP to 70050 to donate

Please Note: By texting TEAMAVP you agree to calls about fundraising appeals, campaigns, events and other ways to support. Include NO PHONE to opt out of calls. Queries? 02070126400. Read our Privacy Policy [savethechildren privacy guide](#)



Friday the 10th December Christmas Jumper team and Amersham Vale Best Christmas Jumper
Winners 2021 GP Patient Survey Results (1st December 2021):

GP Patient Survey 2021:

Where Patient experience **is best**:

- **88%** of Respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment.

Local (CCG) Average: 83% National Average: 86%

- **83%** of respondents were satisfied with the appointment they were offered.

Local (CCG) Average 80% National Average 82%

- **73%** of respondents were offered a choice of appointment when they last tried to make a general practice appointment.

Local (CCG) Average: 70% National Average: 69%

Where Patient experience **is really important**:

- **90%** find the receptionists at this GP practice helpful.

Local (CCG) Average: 88% National Average: 87%

- **88%** say the Healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment.

Local (CCG) Average: 88% National Average: 89%

- **92%** were involved as much as they wanted to be in the decisions about their care and treatment during their last general practice appointment.

Local (CCG) Average: 92% National Average: 93%

- **95%** had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment.

Local (CCG) Average: 95% National Average: 83%

- **83%** Describe their overall experience of this GP Practice as good

Local (CCG) Average 81% National Average: 83 %

Where Patient Experience **Could Improve**

- **36%** of respondents usually find it easy to get through to this practice by phone.

Local (CCG) Average: 67% National Average: 68%

- **12%** of respondents usually get to see or speak to their preferred GP when they would like to.

Local (CCG) 42% National Average: 45%

- **62%** of respondents describe their experience of making an appointment as good.

Local (CCG) Average: 69% National Average: 71%

Main Area for Practice to Focus on:

36% find it easy to get through to this GP practice by phone

Local (CCG) Average: 67% National Average: 68%

What we have done to improve this:

- We have installed a new phone system in May 2021 that allows more staff to answer the phone at the same time.
- We have recruited 4 new permanent receptionists taking our reception team to 7 Receptionists and 5 Administrators.

- We update our Website regularly with Covid vaccination news and encourage patients to use the website instead of calling the practice.
- We are encouraging patients who can use the digital platform to use alternatives like eConsult and Askfirst app to book appointments instead of calling.
- The reception staff are in the process of being trained on how to manage telephone calls to ensure we are completing them as soon as possible allowing for others to get through.

Practice Google Review Responses from Practice (See Slide for comments):

- This is Part of our previous discussion where we are implementing changes to ensure waiting times on the phone are reduced.
- We are making adjustments to the screen at reception and making it easier to speak. We are also removing the microphones.

We also receive feedback via google reviews which we regularly review. We would like to encourage as much feedback as possible and where there are issues raised, this allows us the opportunity to review the way we work.

Patient Question asked with regards to London Transport, exemptions and face coverings.

There is some info on the government website for this.

As GPs we don't get involved. See link below

Our approach as a GP practice is that we try to encourage every patient to wear one and have available masks and visors. We do not refuse to see anyone who cannot wear one and instead put some protective measures in place.

[Face coverings: when to wear one, exemptions, and how to make one - GOV.UK \(www.gov.uk\)](https://www.gov.uk/face-coverings)

AOB

Feedback from Patient about new GP

Dr Fakoya –Sales praised by patient for her Care and attention to detail which has helped this patient whilst seeking medical advice.

Terms of reference for the patient participation group and Chair role to be discussed.

This is to allow the opportunity for another patient to enter the role.

North Lewisham Health Inequalities

One of our member mentioned the North Lewisham Health Inequalities campaign run by the North Leiwsham Primary Care Network. Dr Verity is the GP lead working on health inequalities and several of our GPs are also involved. Some members of our community might experience poorer health outcomes because of barriers in the community - not speaking English, illiteracy, homelessness, being an asylum seeker or refugee, or being on low incomes or from an ethnic minority background for example.



Dr Verity co-ordinates the North Lewisham Community forum so the community helps identify community problems and also helps to set up solutions, and works with the community link workers who work between local community groups and GP practices. Anyone who is interested in getting involved can contact our community link worker Joyce Jacca at commmlink.nlpcn@nhs.net

**Happy Holidays to All from
Amersham Vale Practice
Message from The Covid Hub (Suite 1)**

The Waldron Covid vaccination hub is looking for Volunteers for more information please go to

[Click here for volunteers needed for covid vaccination](#)

Amersham vale Practice is looking to increase the number of people that attend the Patient Participation Group.

We would like to have patients from all walks of life.

The Patient Participation Group (PPG) is a good opportunity for patients to discuss in a safe forum, the good the bad and the ugly, ways to make the practice great from a patient point of view.

We have had some brilliant ideas from patients with regards to how to do this:

- Posters and information on screens around the practice
- More information in different languages

We would like to hear ideas from patients and be able to make these meetings inclusive for all.