

Holborn Medical Centre Patient Participation Group

Meeting of 23rd July 2015

From the Practice

Michelle Ekerin (Deputy Practice manager), Oliver Honeywill (IT Manager)

Patients

Abjal Afrus, Gillian Braithwaite-Exley, Philip Brisebois,
Akthar Mohammed, John Mason, Ruth Steele

Attendance & Welcome - OH welcomed all the above.

Agenda Items

Introduction and Guidance – OH spoke briefly about the possible benefits of a PPG and also to advise what is and is not appropriate for discussion within a PPG meeting.

Items arising from Open Day Meeting of 11th June, 2015

Booking an appointment with a named GP

It was suggested by patients the GPs seemed to lack awareness of available appointments for patients to pre-book for follow-up appointments, after having had their consultation with a GP.

This was a major talking point for all attending patients of the group. Michelle mentioned the implementation of extending the appointment booking diary further ahead, to enable patients to book further in advance

Concerns were then raised about the retention of staff, more specifically the difficulty associated with patients becoming familiar with Registrars, to then have them leave after a year. It was suggested that new Registrars should raise the matter of their being temporary clinical staff when embarking on new patient doctor relationship. It was also stated that the departure of staff was not well communicated. This was duly noted and agreed as an action point.

With further regard to retention, it was brought to the attention of the group that several of our salaried GPs had been registrars at the practice, and had then gone on to be employed by the practice on a permanent basis; indeed, Dr Dave, now a partner at the practice, had once been a registrar here too.

In response to further questions about Registrars, the benefits of being a training practice were also discussed i.e. a formal overview of the practice by the Deanery and the rigour this entails, and the benefit having access to doctors with cutting edge training at their disposal. The need for training opportunities for hospital doctors within General Practice was also acknowledged by attending patients

Michelle mentioned the likelihood of extending the basement area to provide an additional two consulting rooms, and also the recruitment of another salaried GP, which should all help to ease the burden on current salaried GPs in having their patients book follow-up appointments.

There was also a suggestion that the practice consider a possible walk-in clinic, as apparently operated by another local practice.

One patient raised concerns about apparent increase in the overall time for patients with issues in the presentation-investigation-referral-report-resolution period, especially with seemingly unnecessary repetition of investigations by hospitals/redundant investigations by GPs. He also stated this was exacerbated due to being seen by registrars.

Also suggested was possibility of longer scheduled appointment clinic for the purposes of reviewing acute care, and care planning.

There was concern expressed about the number of students now registering at the practice and a suggestion was raised that practice could make available the demographic makeup of our patient population and to review that against the make up over the last five years, possibly also producing figures of the use of resources by the various different demographic groups.

Telephone access

No specific comments were made at this point about Telephone access as the previous matter had resulted in a lengthy discussion; it was agreed by all that it was close to time to wrap up the meeting.

Blood testing at the Homoeopathic Hospital - (Gt. Ormond St/Queens Sq.)

Oliver Honeywill clarified that concern that had been raised at the Open Day, that there was a pending closure of the facility for GP patients to have their bloods taken at this clinic. Having contacted the clinic and the pathology lab OH was able to confirm with confidence there was no scheduled change in provision.

Any other business

Call for PPG Committee Nominations

It was agreed that it was too early to make this call for nominations, and that it should be the focus of meetings in the near future.

Date of Next Meeting

It was agreed that August would not be a suitable time to try and arrange a PPG meeting, so would be left until September.

Ideas for future meetings of the patient participation group included attendance by members of the reception team, clinical team, partners and perhaps visiting speakers from a more established patient participation group.

The Open Day in June was felt to be a success, and there was general enthusiasm for another one, perhaps making these regular events.