

The Randolph Surgery PPG Meeting

15 November 2023 1800-1930

Present:

Chair: Andrew Tizard (AT)

Operose Health:

Assistant Practice Manager The Randolph Surgery – Sahar Hussain (SH)

Minute Taker – Jaleesa Eveleigh-Durney (JED)

GP – Dr Amber Fox (AF)

AT Medics - Abubakr OSMAN (AO)

PPG Members :

A-SR,AL,AM,BF,BM,CC,CM,DK,DS,DW,EO'K,HA,JD,JP,KZ,MA,MeIS,NB,NdeF,NP,NR,NW,OG,PB,
PT,SA,SA-L,SC,TS,VD,VK,VM,VM,VO + 39 others

Reminder

AT acting as chair and has agreed to remain as chair at present due to consensus.

Minutes

Admin member of staff at The Randolph Surgery took minutes. Suggestion that they should continue to do so. The Teams meeting has also been recorded with the consent of the PPG Members for the purpose of the minutes only..

Review of Actions

23/1	Update website with relevant suggestions	Continuing
23/2	Advertise Hub Appointments	Complete
23/3	Update GP salary information	Continuing
23/4	Obtain update from central regarding processes being implemented currently to make it easier for patients to know who their GP is	Continuing
23/5	Communicate with patients perhaps via survey whether they found Teams experience easy to use and whether or not they have a preference that would influence attendance	Complete
23/6	Consider offering more virtual consultations	Complete

Randolph Surgery Staffing Update

Clinical Staffing:

1. Clinical Lead – Dr Farooq Rafique, Monday and Wednesday
2. (Locum) General Practitioner – Dr Martin Godfrey, Wednesday
3. General Practitioner – Dr Amber Fox, Monday, Tuesday, Wednesday, Thursday and Friday
4. General Practitioner Dr Laily Pourghomi – Thursdays
5. General Practitioner – Dr Nada Hassan
6. Physician Associate – Berna, Monday, Tuesday, Wednesday, Thursday and Friday
7. Physician Associate – Charles, Monday, Wednesday and Friday
8. Health Care Assistant Monday, Tuesday, Wednesday, Thursday, Friday
9. Assistance Practice Manager Sahar Hussain (SH)
10. Nurse – Monday, Tuesday, Wednesday, Thursday, Friday

Have just recruited further salaried GP, who will be starting shortly

Have maximized Admin staffing levels.

Practice Admin Staffing

We have recruited more admin staff and we are still recruiting on the Admin / Reception team. This reflects a continued effort on the part of the surgery to recruit, train and retain staff.

Patient Participation Group – PPG Discussion points

1. We are still to review if Teams hosting rather than Zoom or if this should be hybrid. This is to be confirmed ahead of the next PPG Meeting.
2. Minutes will be added to the meeting link sent out directly.

Group Member Queries

3. Suggestion that patients would like GP schedule on website and also GP interests/ qualifications. Also to update the website of the current admin staff as well as those who are no longer working here, so it is better reflection of staff currently working at practice.

ACTION SH

4. Would like call back to be narrowed to 1 hour and encourage Doctors to leave voicemail.

Answer: We will talk with the duty clinicians about narrowing down the callback window to be 1 hour. It can be difficult as the duty clinicians also triage the front reception appointments as well as DR IQ triaging.

ACTION SH

5. Patients feeling would like F2F appointments at reception to be easier to book in rather than using the DR IQ app and in lieu of this advertising Hub appointments to show availability.

Answer: The DR IQ app is the most efficient way of requesting an appointments are there are more slots available. Once you have filled out the consultation, the triaging clinician reviews this request as to what the appropriate outcome should be. This could be a face 2 face, telephone call, CPCS (community pharmacy) or A+E/ 999. We do also offer out of hours face to face appointments.

6. Patients want it to be made easier to find out who their designated GP is.

Answer: SMS have been sent out with their designated GPs.

7. What kind of accessibility can we offer for patients in their consultation?

Answer: We have access to language interpreters for those who need a translator, we also have an audio frequency loop system, allowing hearing impaired people to hear more clearly. It was agreed that accessibility information should be on the AT Medics' website.

ACTION AO

8. It was noted that only Pimlico appointments were published on the website. It was agreed that the Connaught Square appointments would be added.

ACTION SH

9. Clarification of the triaging system and the out of hours.

Answer: How to request an appointment via the DR-IQ app:

Online consultation > request general advice > click on the option that relates to you, if not press none of the above and fill in the consultation. Once submitted, the triage team will contact you either the app or telephone call. We do operate on same day, so please submit this the day that you are available

If you are filling out the consultation on behalf of someone, please follow the same steps, it will ask you at some point if this consultation is for you or someone else, please click on someone else and fill out their details.

If you are not able to request an appointment on DR IQ, you can contact us via telephone to request an appointment. We will ask you questions and gather as much information as we can, as we will need to take this to the duty clinician to review and triage this. Please note that if there are no availability in the surgery, we will offer you an out of hours' appointment at the next clinic available. We also operate on same day appointments unless the triaging clinician has deemed it appropriate to book a different day. This is to ensure that we give patients the best access to the clinicians on the day if they have acute needs that needs to be assessed by the clinician.

Any other Business

Details of the PPG meetings to be published on the main PPG notice board in the waiting room, allowing any patients to join to ensure diversity. It is in all our best interests to have wide representation on the PPG. SH to continue to find patients willing to join the PPG.

There was further discussion about whether the next meeting should be held on Zoom or TEAMS. It was agreed that Zoom was preferred. AT advised that although AT Medics did not have a Zoom licence, we had received an offer of a licence from a local charity. That would be confirmed prior to the next meeting.

ACTION AT

It was suggested that we should return to physical meetings in the future but it was observed that the surgery could not accommodate all the new attendees. There was some discussion about holding a hybrid meeting if a suitable venue could be identified.

New Actions

23/7	Correct staffing on website	SH
23/8	Add Connaught Square hub appointments to webpage	SH
23/9	Update on callback window	SH
23/10	Accessibility information to be published on the AT Medics' practice websites.	AO
23/11	Confirm whether the next meeting would be by Zoom or Teams	AT

Date of Next Meeting

The next meeting was provisionally scheduled for 19 February at 18.30, depending on the availability of the new clinical lead. Date to be confirmed.

Communications:

- Surgery: 020 7052 7560
- Surgery Email: randolph.surgeryw9@nhs.net
- PPG Webpage: <https://randolphgp.co.uk/patient-reference-group/>
- PPG Email: randolphppg@gmail.com