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| **Date** | 11/12/2023 | **Time** | 18:30 |
| **Meeting Chairs** | Dominika Silvia (DS) – Deputy Regional ManagerAdita Varavina-Grover (AVG) – Interim Practice ManagerDuniya Hussein (DH) – Assistant Practice Manager | **Note Taker** | DH |
| **Attendees** | JA – The Lister Practice PatientAL – The Lister Practice PatientAL– The Lister Practice PatientMT– The Lister Practice PatientJH – The Lister Practice PatientDCS – The Lister Practice PatientLN – The Lister Practice PatientLM – The Lister Practice PatientMSO – The Lister Practice PatientCA – The Lister Practice PatientMOG – The Lister Practice PatientAMD – The Lister Practice PatientDA – The Lister Practice PatientFF – The Lister Practice PatientGA – The Lister Practice PatientDM – The Lister Practice PatientEB – The Lister Practice PatientMB – The Lister Practice PatientJM – The Lister Practice PatientJG – The Lister Practice PatientFS – The Lister Practice Patient |

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| **Agenda Item** | **Discussion** |
| **Agenda** | * Introduction and ground rules
* Staff Updates
* Practice updates
* Patient Feedback/Questions
* Future plans for practice/AOB
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| **Introductions** | Dominika Silvia (DS) – Deputy Regional ManagerAdita Varavina-Grover (AVG) – Interim Practice ManagerDuniya Hussein (DH) – Assistant Practice Manager AVG explained the ground rules of the meeting:* One person talks at a time
* Respect all members and their contributions
* Do not use the meeting to raise personal complaints or personal issues
* Allow everyone to contribute
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| **Staff Update for The Lister Practice**  | * Dominika Silva- Deputy Regional Manager
* Dr Nkoyo Isinenwi – Salaried GP as from January was previously a long term locum GP.
* Dr Edward English – will be returning back in January and should return fulltime by March 2024.
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| **Practice Updates** | * Flu season still ongoing. Please continue to book at reception or by calling the surgery telephone.
* **Hypertension Project** - We are launching a project in Peckham, focusing on the patients who are on the Hypertension register. The aim is to support patients whose blood pressure is out of range and help them to get it back under control. This will be through recalling patients for various appointments with our healthcare professionals to discuss lifestyle and medication changes and explore all options available to each patient**. We will also be getting a new blood pressure machine which will be located in our reception waiting area. This will be free to use by all of our patients and will provide them with the ability to get a blood pressure reading. It can be used any time during our opening hours and is a self-service machine.** We also hope that by having a more convenient and accessible way for patients to get their blood pressure reading, more patients will engage and we may be able to identify new patients that may have high blood pressure and we can then take steps to help them improve this. Our overall goal is to improve hypertension as a whole within the community and provide education and support around this for anyone that needs it.
* Change of ownership (please see the statement below that was also read out in the PPG Meeting, you can find more information on the South East London Integrated Care Services Website below

<https://www.selondonics.org/potential-change-of-control-of-at-medics-ltd/>*“As you may be aware, there has been some speculation recently about the future ownership of AT Medics, who manage this practice. Today’s news will provide more clarity on our future.**Before I share more details, I want to be very clear that today’s announcement will not change the way we manage our practice. Patients will still be seen by the same doctors, nurses and administrations teams as they are now and should continue to contact and use our surgeries as normal.**The reason I can say this is because the contractual change of ownership takes place at the very top level of our Group structure. This is a technical but important point, as it means the only change is to the corporate parent of our Group, and no other part of our business.**Our entire Group will move to new ownership under the HCRG Care Group. HCRG Care Group are UK based and owned, and is of one the UK’s largest community health and care service providers.* *Although this is very much business as usual for our practice teams, it is important that the PPG, and through you our local patients, are aware of this proposed change of ownership and have the opportunity to ask any questions they may have about this. The local NHS integrated care board (ICB) is aware and will initiate their own assurance processes around HCRG. This is right and proper, as the local NHS, communities and stakeholders will want reassurance that our high-quality care will continue under new ownership.**As part of this process, they are asking for patient feedback on this change in ownership. You can provide feedback or ask any enquiries by emailing Southwark.cbcteam@selondonics.nhs.uk**I know recent speculation on our ownership has caused concerns, so I hope this news provides some very welcome certainty for local patients as well as our staff.**Thank you for your ongoing support of our practice.”* |
| **PPG Members Feedback/ Q&A** | **Patient’s positive feedback below:*** Locum GP’s are really good as they pick up on concerns and provide a fresh set of eyes. This proves to be beneficial as it allows another set of eyes on a patient’s medical records.
* Reception team are helpful when dealing with patient queries.
* Check-in pod now works and is very helpful to check patients in.

**Patient proposals below:*** When having sensitive conversations with reception, patients have expressed that it is difficult to speak on the microphone as they feel an invasion of privacy. We can accommodate requesting to speak to patients on the side so they can feel comfortable when raising their concerns.
* The PPG proposed sending a survey to patients regarding reviewing the appointment system so that patients are involved in their care and can contribute to how we can work together to make the practice more effective.
* Patient raised awareness about an article that had been circulating which refers to a study in the BMJ. This article explores the concerns that have been raised about the safety of remote triage and remote consultations.
* This was not something that the staff members of the practice had come across previously however will be passed onto our clinical team to review and discuss. The link to this article is below.

*https://qualitysafety.bmj.com/content/early/2023/11/26/bmjqs-2023-016674?rss=1***Q&A*** **Q: Do we have a nominated/named GP?**
* A: You have an allocated named GP who you can check with reception. You can also request another named GP if you would like to change the GP you have been allocated to. This can be requested at reception and you can request to book appointments with this GP, or any GP within the surgery.
* **Q: Why is the change of ownership happening?**
* A: The decision of ownership sits at the top of the organisation. We are now going through a change of ownership with HCRG, which is UK-owned and based. As mentioned earlier, it is business as usual for our practice teams, and our PPG must be aware of this proposed change.
* **Who is the governing body of the organisation following the change of ownership?**
* There are no changes to any governing bodies. We will continue to be accountable in the same way as the rest of General Practice.
* **Q: How is the practice funded?**
* A: The practice is funded via a mix of different income streams. Most of the practice's income comes from its core contract agreements with NHS England. NHS England pays GP Practices for their services. However, GP Practices are also paid for their performance under the Quality and Outcomes Framework (QOF), and some GP practices receive payments for enhanced services. Further information on how GP practices are funded can be found in the GP contract which is available within the public domain.
* **Q: How can I arrange an appointment if I am unable to come to the practice at 8am? I experience difficulties making my way to the practice.**
* A: Our phone lines are open from 8am, for those patients who do not wish to call, we are able to make reasonable adjustments for patients who require urgent appointments that are unable to come to the practice due to health issues. We also advise patients to use the Dr iQ app as appointment slots are available for the patients that require urgent appointments following the online consultation.
* **Q: What are the clinician’s priorities when seeing patients? For example I booked an appointment with a GP and the appointment turned out to be for the nurse.**
* A: In terms of priorities, the clinicians will discuss the concerns the patient has booked in for their appointment. It is advisable to give a reason for the appointment when booking so we can book the appointments appropriately. However we understand that some reasons maybe confidential so you are able to give the reason of the appointment as personal. Certain appointments will only be with a Nurse, for example, cervical screening, or immunisations, these would not be booked with a GP. We can give feedback to the reception/admin team to ensure appointments are being booked appropriately as it sounds like you requested a GP and were booked incorrectly without explanation as to why.
* **Q: Is there a way to convert my telephone consultation to a face to face?**
* A: We are able to convert most telephone appointments to face to face appointments. Please inform the receptionist of your preferred appointment type when booking.
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| **Future Plans for Practice/AOB** | * There will be building works to the atrium/waiting area for patients commencing this week until the end of February. The building works consist of repairing the roof of the waiting area therefore there will be scaffolding out the outskirts of the reception area. This will be safety proofed and clear markings will be present. This should disrupt any patient care or daily operations.
* We plan to have a Smear Event in January where patients can come in to have walk-in smear tests. We will have nurses on site to facilitate the walk-ins throughout the day and after surgery hours until 8pm. A date will be confirmed and patients will be informed on the website.
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| **End of Meeting** | Thank you for taking the time to attend. We greatly appreciate all feedback received from our patients. |