

## Ivel Medical Centre

### Notes of Patient Participation Group Meeting

Tuesday 13<sup>th</sup> August 2024

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#### **Present:**

David Wheeler, Rita Andrews, Britta Holland, Charlotte Jackson, Christine Taylor, Gillian Gordon-Mackintosh, John Palmer, Joyce Bilcock, Keith Coxon, Peter Davies, Richard Philp, Sandra Richardson, Stephen Williams

#### **Practice Members:**

Dr Kirti Singh, Paul Lindars

#### **Apologies:**

Alan Porter, Bhav Gadher, Chris Day, Harold Ross, Helen Higgins, Jane Payne, Jill Day, Julia Ainsworth, May Ross, Olive Maunder, Stephanie Bennett, Trudy Emery, Jean Gunton

### **1. UPDATE ON CURRENT ISSUES**

Appointments System – Pre-bookable appointments are now available for up to 12 weeks in advance. For GPs this is 8-10 weeks in advance. Patient direct bookable appointments are well utilised. All these appointments are face to face unless patients request a telephone call. This is because the practice found that most of the telephone consultations required to be seen face to face and was duplicating work.

Long Term Conditions - Chronic disease patients and those with long term conditions are being reviewed. These have been taken from the register and include dementia, heart failure, asthma, COPD, diabetes, learning disabilities and mental health. All of these patients are having medication reviews and before winter all of this work will be completed. Long term condition clinic appointments will be 20 minutes and are for patients with multiple conditions and medications. These can be with a pharmacist, GP, HCA/nurse. (If patients have 4 conditions, they can be reviewed in the Long-Term Condition Clinic). IMC will contact the patients direct.

Type II Diabetics - reviews are done in 2 parts. Part 1 – HCA takes bloods, does foot checks, height/weight etc, Part 2 is done with Harry Ho, Clinical Pharmacist. One patient had lost 1 stone and sugar levels were better thanks to Harry. If diabetic patients have not been seen for 2 years they should call and make an appointment. Type I Diabetics are reviewed at hospital and will not have duplicate reviews.

Reception Staff Training – staff have had continual training since May 2023. Some needed further development. Dr Singh is training staff on a software solutions package – ACURX. IMC are working through solutions to ensure improvement are made and training is being conducted on a 1-2-1 basis. IMC

had previously received complaints about one receptionist. They have been spoken to and are now working in the back office and receiving training to develop further their strengths. Paul is working with Deputy Practice Manager/ Reception Manager training reception staff on communications. Medical secretaries are being upskilled to deal with private letter requests/forms which were previously being done by GPs.

In-house contract for website updating – Sarah (Medical Secretary) is working with current provider and updating the website asap. There is no lock-in with the current provider and Sarah is now looking for new ones, however the current provider has a new website and if it is possible to update it themselves, IMC may well stay with them.

#### Staffing -

**GPs** – Dr Ade Akolawole is leaving at the end of August. Dr Iyaad Ashan is a graduate GP and is starting mid-August. He will be working 3 days/week and has good A&E experience. Current number of GPs is 8 – 4 are on duty each day. 7 clinics are run each day.

Dr Aamenah Hawash has started a long-term contraception clinic. This was set up as patients had a long wait for a hospital appointment to have hormone coils fitted.

Dr Button is continuing with menopause clinics. These 2 GPs are working together and if one clinic is busier than the other, they will help out.

**Nurses** – now have 3 nurses.

**Paramedics** – have recently interviewed for a new paramedic with further interviews planned.

**Pharmacist** – have interviewed for another pharmacist and a lady has agreed to work 3 hours/day remotely. An advert has gone out for another Pharmacist.

**Pharmacy Technician** – IMC are putting out feelers with a view to obtaining this post.

**Admin Staff** – Malzeard Road and IMC can help out online. Dr Singh wants both practices to be stand-alone but staff are flexible as required.

GP recruitment 12 months ago was difficult nationally. The practice has funding for non-doctors i.e. PAs, ANP, Paramedics but not doctors. This has now changed, and NHS England has today confirmed that newly qualified doctors can be funded by this money.

Nursing Homes and Care Homes – (Potton House and Mantles Court) – patients need care plans and Abbigail our paramedic goes to each of them weekly. GPs do visits as required. IMC would like a co-ordinator in both homes.

Blood Testing Availability at Practice - appointments are available for patients with chronic diseases or who are over a certain age or have complex conditions. It was noted that patients are having difficulty booking appointments to see a GP after tests results show they need to be reviewed. Dr Singh confirmed that calls will be made to the patient if the results require urgent action. If you receive a text saying you need to speak to a GP, this is not urgent and can be booked online or over the telephone. Most patients can view their own test results online and are trying to interpret them themselves. Please do not do this. The GP is interpreting the results appropriately. Staff at IMC are now being training on ICE (pathology laboratory system).

If a patient is seen by a clinician and is asked to book a review in xx weeks, they will now be given a slip to hand to reception to make an appointment.

Travel Clinic for Vaccinations- a nurse will be starting these clinics in September, however there are a limited number of appointments that IMC can offer. If a patient knows what vaccinations they need, they can be booked in for an appointment. If they are unsure what they need, Laura will check this online before the patient is seen. If patients require travel vaccinations before September or who are unable to get an appointment can use CityDOC in Hitchin who are very thorough and check medications and medical conditions too.

Training Practice – IMC used to be a GP training practice. Dr Singh said that Malzeard Road practice has just applied to become a training practice and would like to reintroduce it to IMC at some point in the future. Dr Singh is qualified to train paramedics and pharmacists on prescribing.

## **2. PLANS FOR THE PRACTICE FOR THE NEXT SIX MONTHS**

BLMK ICB commissioners are happy with how IMC is now providing services. PPG have not said that they are unhappy either. The trajectory is going in the right direction. ICB will follow a provider selection process. The current caretaker contract will hopefully provide evidence required to support continuation of a future contract. The ICB will look to ensure current caretaker contract is extended to allow for the procurement process to be finalised. It is likely any new contract offered to the selected provider will be from between 2-7 years (awaiting commissioner confirmation).

Flu vaccinations have been bulk ordered and appointments will be sent out once the practice receive delivery dates. They have to be ordered a year in advance. Last year the practice lost £20k due to patients having vaccinations at other locations e.g. local

pharmacies. This year COVID-19 and flu vaccinations will be given together. COVID-19 vaccinations will NOT be done at the surgery.

Pharmacy First – admin staff were signposting patients to Pharmacy First for earache, insect bites, sinusitis, sore throat, UTI, impetigo, shingles. They now have access to directly book a patient into a pharmacy of their choice. Reception staff will be given training on the system. This is a good idea and helps manage workloads for both GP practices and the Pharmacies. Pharmacists can also send patients back to the Practice.

### **3. BMA PLANNED WORK TO RULE (WTR)**

This does not affect the Practice. They are caretaker contractors and on an APMS contract (Alternative Provider Medical Services). The BMA is suggesting that some work from acutes is inappropriate. IMC will review these and will assess if OK to complete. The newsletter is due to be updated and some text will be put in it regarding the WTR. A statement about the WTR will also be put onto IMC website.

### **4. IMPORTANCE OF HOLIDAY INSURANCE**

Rita spoke about the pitfalls of travel insurance and the need to declare all medical conditions to ensure you are covered. A copy of her script will be sent out with these notes.

### **5. ANY OTHER BUSINESS**

Practice List is currently approximately 13700 patients. List stays open.

Staff Photographs - it would be useful to have these on display in the Practice.

Clinicians Looking at Computer Screens - a couple of PPG members said that at their recent appointments, the clinician was looking at screens rather than them. They only have 10 minutes to listen to patients, discuss condition, plan treatment and write notes. Dr Singh will speak to staff.

Better use of Admin Staff - duplication of texts, telephone calls. One member saw a GP which was not needed. Tasks are sent to reception; some are not completed before they go home. Somebody else comes along and actions them again. Staff will be asked to ensure that all actions are CLOSED once completed.

NHS Soup and Shakes for Type II Diabetics - IMC have signed up for this and will see how it goes.

SKIN Clinics- Dr Smith used to treat warts/skin tags etc. This service is no longer in the contract. Patients can be referred to hospital if cancer is suspected or GP is unsure of what it is. All warts need to be treated privately. Dr Singh is qualified to do this service and would like to get this service back if possible.

Compliment - Sandra Richardson a new PPG member complimented the Practice on a much-improved service.

**6. DATE OF NEXT MEETING** – End of November 2024 tbc.