

Kingsway and Bramingham Medical Centre [ELFT]

PPG Meeting on Thursday 8th February 2024 at Bramingham at 12.00

- **Attendees** -: Eddie Bermingham [PPG Chair], John Breen [Deputy Chair], Angela Banks [PPG], Badrul Choudhury [PPG], Carol Beard [PPG]. Therese Pressland [PPG], Ian Bradley [PPG], Ajvat Khan [PPG], Wendy Dyer [PPG], Sarah Warton [ELFT], Sneha Goswami [KBMC], Charmaine Perry [KBMC], Dr Ali-khan [KBMC],
* Practice Management, Clinical and PCN representation was met.
- **Apologies** -: Emily Van de Pol [ELFT], Dr Kazal [KBMC], Janet Chin {PPG}, Jill Dickson [PPG], Caroline Dawson [PPG], Tanya Allen [PPG], John Hendle [PPG].
- **Welcome** -: The Chair welcomed everyone to the meeting after introductions. There had been four meeting between the PPG and ELFT until the full merger of Kingsway and Bramingham on 23rd January 2024]. This is the first meeting PPG representatives that Kingsway and Bramingham have attended together. The minutes will be numbered from 1.
- **Matters Arising** - :
 - The new Practice would be called Kingsway and Bramingham Medical Centre [KBMC]
 - The first points of contacts would be the Practice Manager, Assistant Practice Manager, then Sarah Warton, then Dr Alikhan.
 - Ruban had completed his task as Operations Manager in effecting the transition between Kingsway and Bramingham and was undertaking other roles in ELFT.
- **The Website** -:
 - There were initial configuration problems with the website in trying to integrate onto one site. ELFT were working with one experienced provider, Silicon and patience is needed to get everything right.
 - SystmOnline for booking prescriptions and online appointments is the preferred system at Bramingham whereas Kingsway had adopted DR IQ. Dr IQ was now redundant and at some stage E-Consult would be introduced.
 - SystmOnline had links interrupted temporarily on 2 occasions causing patients problems at Bramingham when ordering medication. The link to booking online appointments at Bramingham had also temporarily disappeared but GP online triage phone appointments appeared at Kingsway. Transitional problems across the two sites to be addressed.

- SystemOnline to be continued to operate independently for patient use. Yet to be decided if it can amalgamate onto the new website.
- The PPG should have been notified about transitional problems but agreed to draw a line under lack of communication with the new unified group.
- Request for any online appointments to include face to face.
- Aim of ELFT to have 80% face to face GP appointments.
- Sarah and Sneha [ELFT] to be the contacts for issues with the website.

6. Appointments and Phone System:-

- Problems with phone messaging. Kingsway had 6 options which lasted for over 2 minutes. Option 6 put the patient back to the whole message. Bramingham had 5 options with messaging of just over 1 minute. Action needed and agreed to synchronise.
- ELFT pointed out that it was proving difficult to have messaging changed due to historical issues, but contracts were being looked at to effect changes.
- With the current change over difficulties, patients had become frustrated in the short term with booking appointments a couple of weeks ahead as the system did not currently allow this in the transition at Bramingham. **Action** - ELFT.
- There were still problems with booking GP appointments on the phone with patients unable to get through or having a lengthy wait.
- Although an acknowledge was sent out immediately via SMS for an appointment there had been incidents when no confirmation/reminder was received just prior to the appointment. PPG assured on this.
- DNA was not good with Kingsway over 300 in a month thus depriving other patients of appointments and frustrating the medical staff. No sanctions allowed but ideas like displaying DNAs on notice board, putting on website, in newsletters, SMS reminder day before, having a phone open to cancel automatically at both sites discussed. Patient education needed. **Action** ELFT with PPG.

7. Staffing -:

- Sneha is the Practice Manager and Charmaine is the Assistant Practice Manager with both working across the two sites.
- Dr. Alikhan is the lead GP at Kingsway, Dr. Kazal is the lead GP at Bramingham
- Kingsway have 2 f/t GPs, one f/t locum GP and 2 p/t locums. Bramingham have 1 f/t GP supported by 4 locums.
- Under discussion to have a f/t female GP operating between the 2 sites.
- Apart from the PPG there was pressure from GPs for the best merger model

- ELFT is a registered not for profit Organisation with finances being put back into the system for patient benefit.
- In the long term it is envisaged to have all the operations in one place – office, phone system and administration.
- All other staff, nurses and care assistants found on the website.
- Request to have GP qualifications displayed.
- PPG pleased to hear that Dr Alikhan had a speciality in diabetes.
- Care Providers having training to signpost patient needs.

8. Sarah Warton [ELFT] -:

- Sarah to work with Sneha to provide the PPG Chair/Deputy Chair with a monthly update of Practice developments on the last Tuesday of every month before wider dissemination to the PPG.
- Request for 2 PPG members to join a Microsoft Teams Meeting with Gemma Curtis, ELFT Transformation Manager.
- 1st Draft of new Practice leaflet passed around for comments. To be emailed to PPG.

9. Sneha and Charmaine [KBMC Practice Manager and Assistant Practice Manager] -:

- Currently engaged in liaising to provide the best experiences for patients.

10. PCN -:

- Dr Alikhan outlined the role of the PCN in the new Practice and across the PCN hub.
- Physician Associates should take some of the pressure away from GPs by picking up minor ailments.
- Support given e.g. f/t pharmacist/technician.

11. AOB -:

- Discussion on the reception area at Bramingham. Any changes would involve a cost.
- Ideas included approaching local companies, Involving local schools to produce work for the foyer, John's photos and contacting the landlord. For future development.

12. Date Next Meeting -:

- Thursday 16th May at 12.30 at Kingsway
- For members unable to attend Sarah will set up a link via Microsoft Teams on request.

