

Kingsway and Bramingham Medical Centre KBMC

PPG Meeting at Kingsway on Thursday 16th May 2024 from 12.30 – 14.30

1. Attendees -: Eddie Bermingham [PPG Chair], John Breen [Deputy Chair], Daniel Freeman [ELFT], Sarah Warton [ELFT], Sneha Goswami [KBMC], Charmaine Perry, [KBMC], Shabana Aziz [KBMC] Irfan Ibne [KBMC virtual].

2. Apologies -: Wendy Dyer, Therese Pressland, Avrit Khan, Tanya Allen, Carol Beard, Paul Aylott, Caroline Dawson. Ian Bradley, Jill Dickson [all PPG], Dr Ali-Khan, Dr Kazal [Both ELFT]

3. Welcome -: The Chair welcomed Daniel Freeman [ELFT], Shabana Aziz [KBMC] and Irfan Ibne [ELFT virtual attendee]

4. Appointments -:

Online appointments bookable one week ahead. Patients can book from 19.00 – 08.00 next morning. Not all these appointments are released at the same time e.g. at 19.00 but throughout the time.

From 7th May new GP rotas all patients to be offered 80% face to face and 20% telephone triage both online, telephone call or visiting the Practice.

Patients will be able to request face to face or telephone triage whichever is most convenient.

5. Communication -: PPG were still concerned about the lack of, or slow response to queries from ELFT or KBMC.

An example was given of a request for recent DNA figures [The PPG already had earlier statistics]. A prompt response was received from the Practice with referral to ELFT. Nothing had been heard since.

The PPG requested updated figures to get a further picture of DNAs so they could assist the Practice in reducing DNAs.

Patients not attending appointments deprived other patients from taking up those appointments which could be 3,000 appointments per year or more.

Agreed that the PPG would receive updated DNAs to help provide support to the Practice.

DNAs were automatically recorded at the end of each day.

More appointments were cancelled for nurses as opposed to GPs.

There was no current policy on removal from the patient register as an abuse of the service.

Patients needed more signposting to the ways they can cancel appointments – ACTION ELFT and KBMC.

6. Phone System -:

The Phone message to patients was regarded by the PPG as being long winded and needed condensing.

There are still 2 different menus. Kingsway site had 6 options whereas the Bramingham site had 5 options. The extra option for the Kingsway site was for cancelling an appointment. This menu option should also be available on the Bramingham site. There was a need to standardise the 2 messaging systems.

Patients didn't always listen to the message where the option was to press 1 for Kingsway and 2 for Bramingham to speak with a care provider. There were patients who pressed 1 automatically when they wanted 2 thus creating a longer waiting list.

The idea from Daniel to omit Kingsway and Bramingham in messaging and replace it with for e.g. press 1 to cancel an appointment, press 2 for appointments, press 3 for test results etc. was positive. The care provider would then ask which site the patient wanted with all patient records now centralised. ACTION ELFT and KBMC

Patients will be able to request face to face or telephone triage whichever is most convenient.

Idea from the PPG to have a separate phone link for the more vulnerable at-risk patients who may be unable to wait in a queue to be considered.

PPG would be asked what changes they wanted to see in the phone system.

7. Staffing -:

There were no changes in staffing, GPs and nurses. The Practice was still trying to recruit personnel in shortage areas.

8. Website -:

The website had been delayed since April 15th. It was due to come live on Tuesday 14th May but still had some technical glitches. The new date to have one unified website was Tuesday 11th June. Once live it would be a standalone website.

ELFT would have greater degree of control on adding and deleting content.

There would be a Systmonline link on the new website.

Patients' logins would be the same but KBMC would need to communicate with patients about this.

Currently there were differences in the 2 websites ELFT had inherited e.g. Kingsway website just listed GPs, but Bramingham website had GP names, qualifications and days they were at the surgery. These problems would be ironed out with the new website.

The Bramingham name as a part of Kingsway and Bramingham Medical Centre was missing e.g. on items like prescriptions and appointment confirmations etc, it stated Kingsway Medical Centre only. All patient records had been transferred to the Kingsway site as part of the transition and the concerns would be addressed once all the systems were fully operational.

9. Quality Improvement Project -:

The project's aim is to increase the number of patients involved in digital literacy initiatives from April 2024 to March 2025.

There are 3 focus areas, to increase cytology screening, increase diabetes management and increase childhood immunisation.

Videos recorded in urdu will be one of the first tasks and reaching out to community groups and places of worship to help educate patients on the 3 focus areas and the benefits they can bring.

Other languages and ethnicities will be looked at later, to include Afro-Caribbean and British white communities.

Ajvat Khan was involved from the PPG on this project.

10. Reports From Meetings -:

John had attended meetings in person or virtually with ELFT, the PCN and KBMC. Brief reports of these meetings were sent to the PPG. The PPG were also actively involved in producing the newsletter and the Code of Conduct via email.

They are as follows – Teams Meeting with Dr. Mohit Venkataram [ELFT], Coffee Morning with the PCN at Bramingham, Brief Synopsis of the CQC practice run at Kingsway, Brief notes from meeting with the Practice Manager, Sneha, ELFT meeting on Primary Care in London via the Institute for Health and Improvement,

11. AOB -:

Other matters arising issues were deferred due to time constraints.

Question about the CQC dummy inspection. The report had yet to be disclosed but feedback said there were no issues.

Question asked about the code of conduct and terms of reference, for the PPG. The code of conduct had been sent to ELFT for scrutiny. The terms of reference were currently in draft and to be passed onto the PPG whose ideas would be incorporated before being passed to ELFT for scrutiny.

12. Date Next Meeting -:

Thursday 19th September at Bramingham, time 17.00 – 19.00. The following meeting would be in November, again an evening meeting with date and venue to be confirmed.

