

Kingsway and Bramingham Medical Centre [KMBC]

PPG meeting at Kingsway on Tuesday 14th January 2025 11.00 – 13.00

1. **Attendees** -: J.Breen [PPG Deputy Chair], A.Khan [PPG], T.Pressland [PPG], K. Patel, [PPG], R. Chowdhury{PPG], D. Freeman [ELFT], S. Goswami [KBMC], C. Perry [KBMC], Dr Ali-Khan [KMBC], S. Warton [ELFT] V.Condon [KBMC].
2. **Apologies** -: E. Bermingham [PPG], B. Choudhury [PPG], J.Dickson [PPG], W.Dyer [PPG], C.Beard [PPG], I. Bradley [PPG], T.Allen [PPG]
3. **Announcement** -: D.Freeman informed the meeting that the Practice Manager would be leaving her role at the end of January. J.Breen, thanked the Practice Manager for her work at the Practice and wished her all the best for the future on behalf of the PPG.
4. **Welcome** -: 2 members for their first meeting, R. Chowdhury [PPG] and V.Condon [KBMC].
5. **Matters Arising** -:
 - 1.1. Communication – Request by PPG to be updated of recent events and changes.
 - 1.2. Website – The work had been completed on synchronising all the patient data. The new website now must combine Kingsway and Bramingham websites into one unified site. No new date given for completion.
 - 1.3. Phone – Original provider Surgery Connect had eventually updated changes into the phone system in December. All incoming calls from the two site phone lines now go into the same queue. Features include providing information on who's in the queue, number of calls coming in, waiting times, SMS link immediate and use of a wallboard for visual monitoring. Currently part of staff assimilation.
 - 1.4. Staffing – Currently 4 Practice salaried GPs spread across the 2 sites. Seeking to recruit more salaried medics. In the meantime, locums to fill any gaps. Several of the regular locums now not working at the Practice. PPG needed an overall view of Practice medics, and a request made for a list of nurses, physician associates requested. D. Freeman to send to J.Breen. ACTION D.Freeman.
 - 1.5. SystmOnline – Has a role a future role at the Practice in particular ordering repeat prescriptions and booking online appointment up to when EConsult is introduced. The PPG had requested more face-to-face online appointments and that the rotas be introduced weekly until the end of March. ACTION KBMC
 - 1.6. Practice Manager Report – Request to follow up on parking areas at the Bramingham site to be more clearly marked and also disabled parking spaces to be clearly marked with additional space. ACTION KBMC

- 1.7. DNA [Did not attend] appointments – Still a cause for concern despite the Practice and PPG efforts. Possible reasons discussed including late arrivals, appointments too far ahead and medical concern better. Possible ideas messaging to patients and following up. PPG to work with Practice on this issue.
- 1.8. Staff Training – No opportunities since last meeting for PPG if appropriate to attend any staff training. ACTION KBMC.

6. **Patient Records** -: Problem brought up on accuracy of some patient records and whether the links between the Practice and the hospital are working effectively. System works at the Practice on a tick box confirmation e.g. blood tests, if the box is ticked, the patient is informed automatically by SMS. However, SMS not received and issue to be looked at.

7. **EConsult** -: To be introduced at the Practice at the end of March if everything is in place. Communication with patients will be soon. The PPG produced a list of questions to clarify how EConsult would be introduced for patients

- 1.1. It will not be the Practice policy to use the NHS app for EConsult. On the website there will be a direct link to access EConsult. If the website is not ready when EConsult is introduced, the link will be placed on the two site websites.
- 1.2. All EConsult requests will go to one central site. These will be triaged by a single GP. The Practice GPs will operate a rota system.
- 1.3. EConsult appointments will be allocated according to the triage of the medical request. E,g, Whether a GP, nurse, physician associates, Practice support staff such as the pharmacist or directed to a pharmacy or no action at all. Patients in all cases will be notified as to be course of action by the Practice.
- 1.4. Pharmacists will be able to email the Practice if the pharmacist feels that the patient needs a Practice follow up.
- 1.5. The reception team will need training when responding to patients who call or phone in since there will be no appointments unless an EConsult form is completed. The Reception Team will have a check list for referrals.
- 1.6. There is some additional funding to help implement the EConsult.
- 1.7. The reception team are on flexible contracts and steps can be taken to ensure there is cover at busy times.
- 1.8. Patients will not have to fill in an EConsult form again if there is a follow up appointment or discussion of test results.
- 1.9. Patients who can't access the website due no technology or their medical problems may phone the Practice or come along in person to complete the EConsult form. Recognised that this may take time so an EConsult LIGHT form will be introduced and go into the same triage system as all other requests.
- 1.10. Patients who for various reasons may have to complete the EConsult form with the administration staff will be given privacy and confidentiality.
- 1.11. The eConsult form will be in English only. Request from the PPG for the smaller EConsult LIGHT form to be translated into the major community

languages as being shorter and easier to complete will be looked at by the Practice. ACTION KBMC

- 1.12. Referrals are not part of EConsult and will bypass the system.
- 1.13. Patients having medication reviews, seasonal vaccinations and regular wellbeing checks will not have to complete an EConsult form but will be contacted for these services.
- 1.14. Privacy safeguards will come under the NHS data security.
- 1.15. The electronic forms for EConsult can be sent to the Practice from 07.30 in the morning to be triaged when the GP arrives at 08.00. The forms can be sent throughout the day until the Practice closes at 18.30. If there is excess demand the cut off time when the EConsult forms received and triaged will be earlier and the system will close automatically.
- 1.16. Forms sent outside the Practice hours from 07.30 – 18.30 will not be received by the Practice. There will be a message to this effect.
- 1.17. EConsult will be reviewed every 3 months although changes may happen earlier if deemed necessary.
- 1.18. Patients can have another person fill in the EConsult form on their behalf provided they are listed on the patient's record.
- 1.19. The PPG will assist the Practice when EConsult goes live.
- 1.20. Patients will receive EConsult information by SMS, Email, Information on Practice boards, the website and the Practice launch.
- 1.21. The PPG will need another meeting with the Practice before EConsult roll out. ACTION BPMC/PPG

8. **People Participation Document – S.Warton [ELFT]** -: Document outlined on People Participation priorities from April 2025 to 2028. PPG asked for priority feedback and document to be sent out to members. ACTION PPG.

9. **A.O.B.** -:

- 1.1. QI Project – A Khan. Project involved working in the Practice community to tackle major issues such as uptakes in cytology, child immunisation and high levels of diabetes. Lot of work including an event at the local Gurdwara in December, use of local radio station, meeting parents at school gate drop off and pick ups and use of religious buildings. Good progress being made and project ongoing. Further information for patients in the next PPG newsletter. A. Khan thanked for his work in this very important area.
- 1.2. Request from PPG for the percentage of patients who've taken up the flu inoculations over the winter. ACTION ELFT
- 1.3. The date of the PPG AGM is Tuesday 4th March at the Bramingham site. Time t.b.n.

10. **Date Next Meeting** -: Provisional dates Wednesday 23rd or Thursday 24th April at the Bramingham site. Evening meeting. To liaise with KBMC.

