

Stag Lane Medical Centre



The Primary Care Medical Centre

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Minutes of the combined Patients Representative Group Meeting Held at Stag Lane Medical Centre (SLMC) On 23rd February 2015

In Attendance:

Dr Upma Shah: GP Partner Stag Lane Medical Centre
Dr Ajit Shah: GP Partner Primary Care Medical Centre
Mr R. Gorsia: Practice Manager Stag Lane Medical Centre
Mrs. Varsha Dodhia: Merger Project Manager

Stag Lane Medical Patients

Primary Care Medical Centre

Mr Dharmish Kunverji (DK)	<input checked="" type="checkbox"/>	Mr Ravilal Gorsia (RKG)	<input checked="" type="checkbox"/>	Dr Upma Shah (US)	<input checked="" type="checkbox"/>
Mr Ramji Patel (RP)	<input checked="" type="checkbox"/>	Mrs Pauline Powell (PP)	<input type="checkbox"/>	Mr Rupert Powell (RP)	<input checked="" type="checkbox"/>
Mr Bharat Kerai (BK)	<input checked="" type="checkbox"/>	Mr Lakhman Mepani (LM)	<input type="checkbox"/>	Mr Shivji Khokhrai (SK)	<input checked="" type="checkbox"/>
Mr Dennis Wheatly (DW)	<input type="checkbox"/>	Mr B Gandhi (BG)	<input checked="" type="checkbox"/>	Mrs K Gandhi (KG)	<input checked="" type="checkbox"/>
Mr Kishor Hirani (KH)	<input checked="" type="checkbox"/>	Mr Sailesh Shah (SS)	<input checked="" type="checkbox"/>	Mr Isaac Grankin (IG)	<input checked="" type="checkbox"/>
Mr Jayant Lakhani (JL)	<input checked="" type="checkbox"/>	Ella Ng Chieng Hin (EH)	<input checked="" type="checkbox"/>	Arlette Ta-Min (AT)	<input checked="" type="checkbox"/>
Dennis Tyler (DT)	<input checked="" type="checkbox"/>	Rahat Siddiqi (RS)	<input checked="" type="checkbox"/>	Farah Siddiqi (FS)	<input checked="" type="checkbox"/>
Deborah Lawson (DL)	<input checked="" type="checkbox"/>	Dakshesh Patel (DP)	<input type="checkbox"/>	Dr Ajit Shah (AS)	<input checked="" type="checkbox"/>
Dr Maliha Saleem (MS)	<input type="checkbox"/>	Jerome Gray	<input checked="" type="checkbox"/>	Sandra Gray	<input checked="" type="checkbox"/>

Apologies

Lakhman Mepani
Mr Dennis Wheatly came on another day

The meeting started on time, at 7:30pm. Dr Upma Shah (US) welcomed every one and distributed two leaflets:

- A) Terms of Reference – Patient Participation Group.
- B) PPG Agenda Meeting.

The “**Agenda leaflet**” covered all the relevant subject matters to be discussed with timing for each speaker in order to adhere to the time limit. Each agenda subject includes contributions from various presenters, mainly from Dr Upma Shah, Varsha Dodhia, Ravilal Gorsia, Dr Ajit Shah and from the floor. There was

no particular Q & A session at the end but questions were asked and answered as and when appropriate.

Agenda Subjects:

1) Minutes of the last meeting held on 19:01: 2015:

Varsha Dodhia (VD) briefly commented on the meeting and as there were no comments, questions, objections from the floor it was assumed to be passed unanimously.

2) New group, agreed TORs, Committee Members election process to be agreed:

Varsha Dodhia (VD) briefly commented on the two groups, as we now have two Chair Persons as well as two Secretaries. It was decided to continue with the present format until the merger is approved, agreed and up and running. We could have a special meeting then and may agree to a new format including PRG numbers and frequency of the meeting which at present is scheduled quarterly, that is four times a year with special emergency meeting if and when required to discuss urgent and important subject matters affecting the practice and the patients. Quorum was agreed at 10 members.

VD also mentioned that as Secretaries put in time, effort as well as incidental expenses in the form of computer usage, printing cost and postage, perhaps £50 should be allocated to cover such incidental expenses. But the floor felt it is not necessary for the time being and perhaps bring the matter up as and when appropriate after the merger.

3) Merger timeline progress:

Dr Upma Shah (US) commented that although the merger process with endeavour is going according to time scale with 1st April 2015 as the target opening date, it involves a lot of upheaval, staff training, harmonizing opening times and telephone numbers. There is also considerable turnover of staffs, some have left and others recruited who will have to be trained in order to fit in the long established surgery practice. It will take time and patience on the part of every one, especially the patients.

4) Premises updates planned; take views and action plan to be announced:

In order to maximise the premises capacity, especially at PCMC, as it is planned to extend the ground floor at Kenton Road premises that will not only give extra rooms but also washroom, storage and space to introduce other facilities. The planning application has already been submitted. It is impractical

to use upstairs space due to the age, infirmity of many patients who would find it difficult to negotiate stairs, steps. The extension work may take 8 weeks and during the construction work, Stag Lane will provide the accommodation for both the practises.

New appointment system from 24.02.15 (SLMC) and 05:03:15 (PCMC)

The new appointment system has caused excitement as well as apprehension in some patients, as practically none of the patients are familiar with this system which has only been introduced recently. In fact US stated that out of 24 practices in Kingsbury, our two were the only ones willing to introduce it, but not being omniscient, presumably on a trial period but without being fiduciary. The other 22 practices preferring to sit on the fence, watch how we can cope with it and if successful, they may join in later on. It seems simple on paper but its' true impact, workability will only come out after the trial period of six months or so.

A patient has to ring the Surgery, preferably early in the morning. The receptionist will take the details of the medical problem so that doctor can prepare beforehand. The details will be passed on to a doctor of your choice who will ring at a mutual convenient time. Doctor will discuss it. In some cases the patient may only need advice, assurance or a request for a prescription which can be dealt with by a simple telephone call. If appropriate appointment can be made to see a nurse or the GP either on the same day or the next day. This may particularly suit the working people.

Doctor will use a mobile phone to keep the line open for incoming calls. The full details are given in the pamphlet published by the SLMC and available from the SLMC premises as well as posted online. Please check the "Notice Board" and website www.staglanemedicalcentre.co.uk New digital phone line will be installed in due course to facilitate contacts with both the premises without the need to ring each premises separately.

US explained in detail why the practice has agreed to adopt this system, as it will give continuity and patients will be able to speak and see the doctor of their choice, as long as patients know who is on duty on the day and ring accordingly. GP duty chart will be displayed on "Notice Board" as well as on the web.

US stressed that while tel. consultation takes on average 6 minutes, while face to face usually takes 12 to 15 minutes, although 10 minute slot is allocated to a patient. Initially one hour slot in the morning and one hour in the afternoon is envisaged but could be adjusted depending on the demand and the success of the scheme.

Normally Monday is the busiest day for the surgery. So SLMC will have a locum on Mondays to cope with the extra demand. Other options planned are email and Skype consultations which will be particularly useful to younger patients who are at ease with IT but older patients without computer or lacking computer proficiency will be catered for in the traditional manner. Appointment with a nurse will still be available online as it is at present.

Proposal to host Network Hub from 01.04.15 at Stag Lane 6-9pm 2 evenings and Saturday am:

It is assumed that the merger will be in place by 1st April 2015. US will be taking some clinics at PCMC and vice versa and SLMC will host Hub from this date that will benefit patients greatly, thus avoiding undue delay to see a GP at any premises. Patients from other practices will join us.

Agreed action plan from FFT feedback:

Intensive feedback is being planned to gauge the success, the satisfaction and future action once the merger is in place and going for some time. PRG will play a leading role in the formation and contents of the questions and the feedback received. This will enable the Practice to take on board views, opinion and concerns and thus shape the Practice accordingly. Information bulletin may be published after PRG meeting, copy available from the premises as well as from pharmacies frequently visited by our patients.

Last year's action plan achieved:

Actions	When by	What resources will be needed	Achievement
Waiting times when attending appointments needs to be improved. This will directly reflect on patients feeling they can see the doctor quickly and easily	1 ^t August 2014	<ul style="list-style-type: none"> • Dr Shah to review length of her appointments. • Ensure on the day appointments available daily. • Optimise use of local HUB 	<ul style="list-style-type: none"> • Through the year US had 15 minute and 10 minute appointments • On the day appointments available until 24.2.2015 • Hub used for urgent patients that could not wait for next appointment i.e. 71 patients between 1.4.2015 to end of Feb 2015 seen at the Hub
Reception staff needs to be more helpful. Customer Care training can be helpful	1 May 2014	<ul style="list-style-type: none"> • Performance Review at annual appraisal • In house customer training update • Patient feedback on individual performance as a Motivational pilot 	<ul style="list-style-type: none"> • All staff except one had appraisal • Dr Shah trained staff from both surgeries on customer service on Wednesday 14.1.2015 • All staff to view the FFT feedback which is generally positive about staff
Introduction of evening phone consultations	1 April 2014	<ul style="list-style-type: none"> • Evening booked 	<ul style="list-style-type: none"> • This has been available

with clinicians		consultations for doctors and nurses	over the last 12 months and now daily afternoon calls are also taken to discuss appointments etc with patients
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This year proposed plan based on FFT and discussions:

Actions	When by	What resources will be needed
Continuity of Care to improve	1 st August 2015	<ul style="list-style-type: none"> • Dr Upma to take calls at SLMC regularly and see her own patients as appropriate. Same with Dr Ajit at PCMC. • Regular sessional GPs to be available. • Merger may provide more regular GPs for all patients • More nurse appointments as at SLMC • Daily phone access to a GP with new appointment system
Improve communication to patients	1 July 2015	<ul style="list-style-type: none"> • Regular combined newsletter • Make this available on website, in practice and at local pharmacies • Consider mail shot to patients once or twice a year when important changes occur like merger, move premises • Use email/SMS where appropriate
Premises improvements	Nov 2015	<ul style="list-style-type: none"> • PCMC has planned extension work to ground floor • Stag Lane has applied to refurbish and rebuild areas in two wings to improve the premises for patient use for registered patients, local network patients and patient education/support services

AOB:

As the previous seven agenda have been comprehensively dealt with, there were no other notable subject matter or questions were raised to be dealt with under this section.

However it was mentioned that the combined patients registered with the merged practice, which will be named “**Kingsbury Health and Wellbeing Centre**” will be in the region of 6540 but to be efficient and reap the real benefits, the figure should be in the region of 10,000. US mentioned that this may be the beginning, as other practices in the region are interested and may join in at a later date if we are successful in our endeavour. This is exciting time for all of us and we aim to provide much more services on the site and that include beside haematology, physiotherapy, consultation with pharmacist, ECG as Dr Ajit Shah is a qualified cardiologist with 20 years’ experience.

The meeting was concluded on time at 9pm with light refreshment and the next meeting is scheduled at SLMC on 14th May 2015.