



# EARLS COURT HEALTH AND WELLBEING CENTRE

PATIENT PARTICIPATION GROUP (PPG)

Date: 02.11.2022

Time: 14:00

# INTRODUCTION

- Welcome to Earls Court Health and Wellbeing Centre's PPG Meeting
- It is very important that we continue to have these meetings especially in times to ensure that there is regular communication between the practice and patients
- Please remember that this meeting is not about complaints or personal issues.
- It is about how we can work together to create a united front and have the chance to bring the community and service together



# EARLS COURT HEALTH AND WELLBEING CENTRE'S TEAM

Clinical Team	Job role
Dr Nandana Jayaram	Clinical lead GP
Dr Tala Qusous	General Practitioner
Dr Farukh Malik	General Practitioner
Dhara Shah	Pharmacist
Nasra Hussein	Physician Associate
Nazir Qanai/ Amparo Belda Wiam Haddani	Practice Nurse
Hind Abdelmula	Trainee Nurse Associate
Nawaal Abdi	Healthcare Assistant
Dr Gareth Patterson	Long term Locum GP

Admin Team	Job role
Sarah Bengé	Practice Manager
Yasin Mungroo	Assistant Practice Manager
Rosset Lopez	Administrator
Mojidur Rahman	Receptionist
Sabeen Sheikh	Receptionist
Fuljan Banu	Receptionist
Georgina Seymour	Receptionist
Farihah Hussain	Receptionist



# EARLS COURT'S VISION

- Improve access to patients with better telephone access, a range of appointment types, and great communication
- Engage with patients about their health and the services we provide in order to improve health proactively
- Optimise the management of Long term conditions
- Work in a multidisciplinary team to ensure the best care
- Work closely with CCG (Clinical Commissioning Group) and PCN (Primary Care network) and Community to offer the best service possible



# WHAT IS A PPG

A PATIENT PARTICIPATION GROUP (PPG) IS A GROUP OF PATIENTS, CARERS AND GP PRACTICE STAFF WHO MEET TO DISCUSS PRACTICE ISSUES AND PATIENT EXPERIENCE TO IMPROVE THE SERVICE.

## PPG for Practice

- Develops a partnerships with patients
- Support health awareness and patient education
- Listen to patients feedback

## PPG for Patients

- Patients to be more involved and make suggestions about the healthcare they receive could be improved
- Feedback on patient experience to help improve the service



# RAISED CONCERNS

You said	We did
Emails not acknowledged quickly	All admin have been trained by management on how to deal with all types of emails so there is no delay. Admin aim to clear all emails received on the day.
No pre-bookable appointments	As we offer same day appointment service, pre-bookable slot is bookable depending on the need. Admin have also been trained on how to promote and explain the process so its more understandable for patients.
Medications being sent to wrong pharmacy or not being sent at all	For all admin and clinicians to check for correct pharmacy upon requesting and issuing. Patients to be informed if unable to send medications via email, telephone and SMS.
Unwelcoming/rude receptionists	This issue was faced around Christmas and new year period. Since January we have had a huge turnover in the admin team who are highly dedicated to look after all our patients.



# RAISED CONCERNS (2)

You said	We did
Telephone calls	Due to technical issue which required multiple investigations with BT, surgery connect and the organisational technical team. Majority of the issues have now been resolved however we are still experiencing some issues which are still being investigation. We are in the process of installing new telephone systems across the organisation which we hope will solve the remaining issues.
No working equipment in consultation rooms	We have had an issue where BP machines have gone missing or batteries needed replacing. This has now been rectified as Practice Manager ordered some more and has a surplus stock if needed. Had asked Healthcare Assistant and Trainee Nurse Associates for an update of missing items so I can order.



# PRESCRIBING PHARMACIST

- Assessment of patients with undiagnosed or diagnosed conditions.
- Prescribe medications as clinically indicated.
- Minor elements like MSK issues, infections and reviews.
- Can interpret blood test results and discharge letters.
- Daily issuing of medication requests
- Regular audits for high risk medicines and conditions to ensure safety of our patients.





# PHYSICIAN ASSOCIATE

- Physician associates are medically trained healthcare professionals that work under GP supervision.
- They are able to do take histories, perform examinations, treat a range of acute and chronic conditions, blood test results and referrals for further investigations if required.
- Currently unable to prescribe but will be able to as per General Medical Council (GMC) in late 2023.



# DAY TO DAY OF A RECEPTIONIST

- Handling patients face to face and on telephone calls
- Medication requests
- Referrals
- Chase ups of appointments and clinic letter.
- Tasks
- Recalls
- Dr IQ
- Registrations and deductions



# DR IQ



Dr iQ is our in house surgery application which has the following to offer

- **e-Consultations**
- **Pending medication orders**
- **Practice change requests**
- **Patient profile update**

We are also going to provide weekly training to all patients for Dr iQ training.

- All of the above is checked and actioned on a daily basis.

Duty Triaging system

- All appointments received are to be triaged by the duty Dr before the appointment is booked in. It is up to the duty Dr who the patient is booked in with being a Dr, Pharmacist or Physician associates.



# QUESTIONS

