

# THE RIVERSIDE PRACTICE

## Patient Participation Group Virtual Meeting 8.11.2021

Due to Covid-19 the PPG members have been written to and are kindly requested to read the below and give any feedback and comments to Dr Goel. This can be by letter or email to the practice email address as follows: nel.the.riversidepractice@nhs.net

**Please do so by 22.11.2021 so that the minutes can be signed off.**

**Signed off 6.12.2021 with no amendments and proposals agreed**

### PPG Members:

- AJ
- EL
- HM
- MD

### Agenda

- Covid-19- update
- Practice website
- New online triage service
- 2021 MORI Patient Survey Results
- PPG improvement fund
- Staff Update
- PCN Update
- Notes Digitisation
- Care Opinion roll out
- AOB

### Covid-19

The PPG and patients are thanked for their patience and for working with the practice during the pandemic. For everyone's safety in line with NHS guidance we have moved to more remote ways of consulting including by telephone, online and video calls. In order to reduce infection risk we have spread out the appointments to avoid patients waiting in the building. We are asking all patients to wear a face covering in the building. Where clinically appropriate patients are also booked for a face to face GP appointment and our normal face to face services have been continuing as normal with the nurse, physio, healthcare assistant and allied health professionals.

### Practice Website

#### **ACTION**

**The PPG is asked to give feedback on how the practice website could be improved and its overall ease of use**

[www.theriversidepractice-hackney.nhs.uk](http://www.theriversidepractice-hackney.nhs.uk)

### **New Online Triage Service**

In line with NHS guidance the practice now offers an online tool to contact the surgery for non-urgent problems, general admin, to request an appointment, request repeat prescriptions and medical certificates. This is found by clicking the appointments tab on our home page.

### **ACTION**

**The PPG is asked to give feedback on how the practice website could be improved and its overall ease of use**

### **2021 Mori Patient Survey**

The results of the above patient survey conducted between January 2021 and March 2021 have been uploaded to our website. Please read the full results on our homepage at:

[www.theriversidepractice-hackney.nhs.uk](http://www.theriversidepractice-hackney.nhs.uk)

In total 506 patients were surveyed and 124 replied (25%).

### **Where the practice scored above average:**

Riverside	Last year	Hackney Average	National Average	Question
96%	95%	64%	68%	Of respondents find it easy to get through to this surgery by phone
87%	81%	64%	67%	Of respondents are satisfied with the general practice appointment times available
65%	42%	43%	45%	Of respondents usually get to see or speak to their preferred GP when they would like to

**Overall when reviewing the results, the practice was stable, which was very encouraging.**

### **Where the practice could improve:**

Riverside	Last year	Hackney Average	National Average	Question
87%	88%	89%	93%	Of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment
82%	87%	83%	88%	Of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

### **Proposed Actions:**

- **Maintain the current good standards particularly re access and getting through on the phone.**
- **Continue promoting continuity of care by ensuring that the specific clinician who was dealing with a patient responds. As the doctor on duty may not be the same doctor who saw the patient we need to ensure that a message is relayed. Communication and replying now includes texting patients as well as calling.**
- **Ensure all staff actively ask and involve patients in their care decisions thus addressing a patient's ideas, concerns and expectations.**
- **In this new way of increased remote working try and maintain good communication and empathy.**

### **PPG Improvement Funds**

Update on 2020/2021 expenditure. The total funds allocated to the practice were £4712.09. The actual spend was over this amount by £2427 and the PPG is requested to support carrying forward the overspend to be used as part of the 2021/2022 allocation. The actual spend in 2020/2021:

1. Central heating system repairs £4581
2. Covid reception desk screens £340
3. LED lighting to patient areas and corridors £2219

The allocation for 2021/2022 is £3983.90.

The proposed new investment is:

- New LED lighting to the Clinical and admin areas. (£5439)
- Repairs to central heating system (£4462)
- New practice online triage annual fee (£1500)
- Practice website annual charge (£750)

The proposed investment would be for 2021/2022 and carry forward into future years if agreed. The total is £14578 including the overspend from 2020/2021.

**ACTIONS: PLEASE CAN THE PPG INFORM DR GOEL IF THEY ARE NOT IN AGREEMENT WITH ANY OF THE ABOVE.**

### **Staff Update**

As the PPG will have noticed we have had a change in our reception staff and are actively recruiting additional reception staff to help increase our team. We hope that the PPG have not noticed any change in service and if you have identified any staff training needs then please advise.

## **ACTION**

**Please advise on any improvements or training needs you feel would help our team**

### **PCN Update**

As well as additional social prescribing support via the PCN (primary care network) which covers the 7 local practices, we also have a new clinical pharmacist (Mr. Ashish Davda) who is able to see patients for medication reviews and long term condition reviews on Monday, Tuesday, Wednesday and Friday afternoons at the practice.

New additional roles which have started at the practice include the practice first contact physiotherapist, health and wellbeing coach (who can help with lifestyle change such as increasing activity and losing weight) and care navigator (who can help patients with complex needs such as helping attend appointments).

### **Notes Digitisation**

This completed successfully in 2020 and means that the whole record is now visible electronically in a patient's records.

### **Care Opinion**

The practice has recently signed up to this service which has been offered by the local CCG and will allow patients to give more direct feedback after any contact with the practice. We are still going through our training and will publicize this by text message and on our website.

### **Next Meeting**

Proposed February 2022.