

# THE RIVERSIDE PRACTICE

## Patient Participation Group Virtual Meeting 19.8.2020

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: [cahccg.theriversidepractice@nhs.net](mailto:cahccg.theriversidepractice@nhs.net).

Please do so by 31.8.2020 so that the minutes can be signed off.

This meeting has a lot of information due to the pandemic and long interval since our last meeting in November 2019.

### PPG Members Attendees:

- AJ
- EL
- HM
- MD
- PK
- SD

### Agenda

- Review of Actions and minutes from November 2019 meeting
- Covid-19
- 2020 MORI Patient Survey Results
- PPG fund
- Staff Update
- PCN Update
- Notes digitisation
- AOB

The November 2019 meeting actions are reviewed in the 2020 survey results below

### 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. Because all the clinical staff are from a BAME background we are wearing full PPE when seeing patients face to face.

Patients are also screened at the entrance door by checking their forehead temperature. If a patient needs to be seen and may have covid-19 we are using a special site in North Hackney for our patients to be seen safely.

Well person reviews have continued face to face at the surgery including child immunisations, smear tests, new patient checks and long term condition reviews. Also blood taking. We have been able to use a local neighbourhood home visiting service to do reviews on patients who have been shielding. We have called vulnerable, frail and housebound patients to check on their welfare and provide ongoing medical care.

### **2020 Mori Patient Survey**

The results of the above patient survey conducted between January 2020 and March 2020 have been attached. In total 477 patients were surveyed and 95 replied (20%).

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

Riverside	Last year	Hackney Average	National Average	Question
95%	96%	74%	65%	Of respondents find it easy to get through to this surgery by phone
80%		70%	67%	Of respondents were offered a choice of appointment when they last tried to make a general practice appointment
81%	94%	67%	63%	Of respondents are satisfied with the general practice appointment times available

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

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

Riverside	Hackney Average	National Average	Question
42%	44%	45%	Of respondents usually get to see or speak to their preferred GP when they would like to
88%	90%	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
87%	89%	89%	Of respondents find the receptionists at this GP practice helpful

#### **Proposed Actions:**

- **Maintain the current good standards particularly re access and getting through on the phone. There has been a similar recognition of mental health needs and improved support for long term conditions since the 2019 survey.**

- **Staff training of the new reception staff to ensure good patient care and telephone manner.**
- **Promote 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.**

### **PPG Funds**

The PPG is requested to support the following suggested use of money provided to the practice by City & Hackney CCG for 2020/2021. The total practice allocation is just under £5000. The suggested investment includes:

- New LED lighting to the waiting rooms and admin and clinical areas. (£3000)
- Covid-19 perspex screens for staff protection (£1000)
- Infection control improvements to bring the practice up to standard. This included changing 7 mixer taps, 2 sinks and changing the noticeboards (£3000)
- Repairs to central heating system (£600)

As the funds are not sufficient the practice would like to use future allocations to part fund as well.

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

### **Staff Update**

The practice is delighted to inform the PPG that Iqra Khan has been promoted to be reception manager and she has also passed her health care assistant exams with distinction and is seeing patients as well.

We have also recruited 2 new receptionists, Miss Phoebe Alexander and Miss Rammandeep Padda who started at the end of March 2020. One post is currently being filled by an agency receptionist

### **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 clinical pharmacist (Mr. Taariq Miah) who is able to see patients for medication reviews and long term condition reviews on a Wednesday and Friday afternoon at the practice.

We will soon have a local physiotherapy service with sessions at Theydon Road starting in September. As mentioned above a health care assistant is seeing shielding and housebound patients to do diabetic check, BP checks and blood tests.

### **Notes Digitisation**

Hopefully all PPG members received the text message last month or have seen the message on our website. In line with NHS policy we are in the process of sending all our existing written patient files for scanning so that they will now be part of the computer record and in one place. The original paper notes will be shredded and can be printed if needed rather than being stored as paper files. This work is being done by our existing IT provider (EGTON) and has the support of NHS City & Hackney. Patients were asked to reply by 31.7.2020 if they did not want their records digitized.

### **AOB**

1. The practice website is: [www.theriversidepractice-hackney.nhs.uk](http://www.theriversidepractice-hackney.nhs.uk)
2. The practice email is [cahccg.theriversidepractice@nhs.net](mailto:cahccg.theriversidepractice@nhs.net)
3. The practice will be starting its annual flu programme from mid-September and this year we will be contacting patients by text message firstly and letters if needed.

### **Next Meeting**

Proposed November 2020.

### **UPDATE- 8.9.2020**

MD suggested a door bell and was happy with the above actions and use of PPG funds. The practice has now installed a labelled door bell for patients to use.