

Fernley Medical Centre

Patient Participation Group Meeting 19th February 2019

In Attendance: Dr Shah, Dr Mann, Roopashree Jayadev, Uzma Nawaz, F H, AA, SK, HK, RP, JP, N P, SH.

Apologies: S K.

Welcome and minutes of the last meeting and matters:

Dr Mann welcomes all attendees to the meeting and checked that everyone received the minutes of the last meeting and went through the action points.

Staffing:

Doctors:

- Dr Mann and Dr Shah are still here.
- Dr Poltock has retired.
- Dr Zahair El-Haffar, Dr Ambareen Akram, Dr Saba Tahir, Dr Gull and Dr N Oomatia are regular Doctors.
- We did have Dr Hadeeqa Bashir who was a GP Registrar, she has left now and Dr Gurpreet Sahota is back from maternity leave as a GP Registrar.
- Kasir Shah- Clinical Pharmacist who can prescribe as well has been working with us and will be starting full time by next week.

Nursing Team:

- Sadia Tabassam works full time.
- Kalyani Sriranganathan works part time.
- Amanda Kelly works part time as a locum.
- Uzma Nawaz and Runa Khanom work as HCA's.

Admin Team:

- Andrea Bean as Practice Admin Lead (Deputy Manager)
- Uzma Nawaz as a Medical Secretary

We have plenty of reception staff.

FH- Dr Poltock was a specialist in sexual health, since she has retired has any one taken her place?
AM-No one has taken her place and we are a part of Umbrella service who provide this service, any patient needing this service needs to go these local clinics.

CCG Update:

Dr Mann informed members that the CCG has officially merged and become Birmingham and Solihull CCG (BSOL) which is a population of 250,000 which includes the Sparkhill, Sparkbrook, Small Heath and South Birmingham localities we are enrolled in the universal offer and we are providing a lot of services

in house including ECG's-COPD Reviews- Asthma- CVD checks etc. As part of the universal offer we have to do a Spirometry check and one of our Nurses (Kalyani) is qualified and trained in providing the service.

We are also part of the HUB where we see patients from other surgeries. We also do Minor Surgery and Joint Injection clinics.

We are open 7 days a week.

Dr Mann also mentioned that regarding Babylon Health care where patients can call and speak to a GP online. This service is mostly run in London but they are trying bringing it in Birmingham.

Primary Care Networks:

As part of the new contract the ambition for CCGs is to actively encourage every practice to be part of a local primary care network. Primary care networks will be based on GP registered lists. They should be small enough to provide the personal care valued by both patients and GPs, but large enough to have impact and economies of scale through better collaboration between practices and others in the local health and social care system.

These include employing Pharmacists, Physiotherapists, ANP etc, we are part of the My Healthcare Service.

POD- Prescription Ordering Department:

HK- Having problems getting through the POD. Been holding for so long but does not get through. Patient mentioned that he will make a complaint and write in writing.

Dr Mann mentioned that we are having a meeting with them on 21.02.2019 we will raise it with them. Usually they are good, some patients get through really fast and some are having problems.

Telephones:

Dr Mann mentioned regarding the telephone lines as we have 3 lines and 3 people answering.

SH: mentioned that after 20 minutes the line drops and cuts off.

FH: no problems with the phone.

Dr Mann mentioned more staff is answering the calls. Patients can also book appointments via on-line which is really helpful. We see patients within 48 hours and at other places it takes about 2-3 weeks, as long as you don't mind to see any Dr- Patient is seen within 48 hours.

If there are any minor problems to call NHS 111.

DNA & Out of Area:

Frequent DNA's we are sending patient letters and if patient patients are out of our catchment area we area also sending letters to register locally as we would not be able to do home visits.

My Healthcare Federation:

Dr Mann informed PPG members that this federation is doing well. It has 300,000 patients across Birmingham and they are recruiting more practices as patients are recognising the services which are offered. New contract is that the single handed practices need to work or merge with other practices as they will not be able to survive on their own.

Virtual GP:

Patients are offered this service when there no call backs or triage has finished. A GP or Pharmacist from South Doc Services will then call patient depending on request for which they can provide advice, issue medications etc.

Fernley Medical Centre is open 7 days a week and provides a 7 day hub service for Drs and Nurses and more practices are using this service.

Minor Surgery continues which Dr Mann runs on a weekly basis

Respiratory Clinic

Diabetic Clinic – Every 1st Wednesday of the month

CKD Clinic

In future more community services will be available.

Diabetes Champion Project:

RJ PM: Talked about the diabetes project which is being offered by BSOL CCG. They need someone to be diabetes champion – making patients aware and educate them about Diabetes

It was agreed AA to become the diabetes champion.

AOB:

Everyone complemented the whole team including the reception staff and appreciated their hard work and acknowledged it's a tough and demanding position to be in and everyone is doing a great job.

Action Point:

- PM to phone the POD every other day for 2 weeks to check the service as patients are finding it hard to get through.