New Otley RoadMedical Practice



**Thursday 15th December 2022**

**Present** –Dr Usman Akbar, GP Lead, Vikki Hunt, Patient Engagement Lead; Yasmin Khan Assistant Practice Manager, Erzsebet Furus (Administrator)

**Patients**: ? patients

**Apologies:-**  Mohammed Shaid, Business Manager and Practice Manager

**Welcome**

The meeting was opened at 5.00pm by VH who thanked everyone for attending.

**Enhanced Hours Service Provision** This was known as Extended Access Provision where our patients and patients from other practices could book in. The latter is now called Enhanced Hours and only patients from PCN 5 can book into these appointments. Enhanced Access is on Wednesday and Thursday evenings and more recently on Saturdays as well between 09:00 and 17:00pm. Some patients said they did not think this was offered by administration as consistently as it should be.

**Action: The Administration Team need reminding to ensure they are letting patients know about this service and offer appointments as appropriate.**

**Appointments Provision at Family Practice** YK spoke about provision at Family and patients will be offered appointments at Family should there not be any availability at New Otley Road Practice and vice versa.

**STREP A and Phone lines**

Vikki explained that the phones are particularly busy now due to STREP A and pharmacies are also out of medication due to the rise in patients needing antibiotics. The latter is also leading to longer waiting times. VH explained that there is a link on the website to STREP A and systems to look out for.

**GP/Sickness – It does happen**

VH explained that with the flu on the rise etc, there has been a lot of sickness amongst clinicians and as a result we have not had a full complement of clinicians in. VH asked that patients be patient when ringing to book appointments in. This was acknowledged and patients gave feedback some positive feedback on clinicians they had seen.

**Push Doctor Service**

Vikki explained that this service had now ceased. Main reasons were that it was being abused by some service users and that there was too many DNA’s resulting in additional costs for the Practice She went on to say that we had put on some additional TC appointment slots on Tuesday, Wednesday, and Thursday with our ACP who works remotely.

Dr Akbar spoke about the E Consult service available through the website and that this was a good service for patients to use. He explained the process. Question was asked if the E: Consultation service could be advertised in reception area and not just via website

Patient asked if online appointments were coming back on.

**Action: To raise with Practice Manager**

**Action: To look at doing a poster for reception**

Other suggestions made were whether it would be feasible to have a walk in Clinic and or whether appointments could be split so patients could book from 08:00 to 09:00am for morning appointments and 13:00-pm to 14:00pm for afternoon appointments. VH welcomed the suggestions but said that the appointments could not be split as this would increase the number of calls leaving admin team little or no time to do other tasks and that the walk-in clinics would not be a feasible choice.

**Self- Booking via accuRx** YK explained this new booking process. Patients will be sent a message with a link with the type of appointment it is for (these are not GP appointments) hence they will be with the nurse/hca for e.g., BP, Bloods. The patients can click on the link, and it will come up with an option to go to either New Otley or Family Practice. They can then click on an available slot and book themselves in. It is in its early stages, and we are currently monitoring usage.

**Meeting at the Family Practice Site** VH explained that the PPG’s are quarterly and that though the meetings are for both Practice Sites Family patients do not tend to want to come down to New Otley. Asked if the group would be happy if they would be happy to travel to Family for the next one. Majority were fine with this.

**Action: to hold next PPG at the Family Practice**

**Cosy Cuppa Morning**

VH stated that we were having a Cosy Cuppa on Tuesday 20th December 10:30am to 13:00pm and that all were welcomed. We had specifically looked at inviting patients from the East European Communities to improve engagement. There were going to be other services there and it would be an opportunity for patients to mingle ask any questions and learn more about the practice. Refreshments will be available on the day and patients could drop in during the morning. YK said that we would be looking to do more of these types of engagement throughout the year.

One of the patients said there was also a free welfare benefits service which could be set up at the Practice that patients could drop into. They will email VH with details.

**Bloods**

One patient asked about how the bloods appointments worked as were concerned that they were being booked in for the same type of bloods appointment twice. Dr Akbar explained that all bloods must be done by Clinics via the ICE Form. Hence all patients should know which bloods they are being booked in for. EF said that Bloods are available via Enhanced Access and that sometimes errors occur due to the speed of how they are being booked in. A question was asked regarding whether we had capacity to do bloods. YK said bloods could be done in the Enhanced Access and that administration were tasked to work on specific pressure points e.g., bloods, flu, pneumonia etc.

The same patient spoke about how much improved the practice and that we should be sharing our CQC status more.

The above led to a discussion regards the Website and observations that ours needs to be more mobile. Suggested we assess the value of current provider and bench mark ourselves against another practice’s website. YK said this was a really good idea and that reviewing the Website was one of the objectives to address in the next financial year. VH mentioned that we are re-launching our New Face Book Page in the New Year too.

**Action: Admin team to be reminded that it is the quality of the booking that is important and that they should ensure that they are checking the patients records to ensure the booking is correct.**

**Meeting concluded at 18:40pm**