New Otley RoadMedical Practice



**Thursday 3rd February 2022 – PPG Minutes**

**Attended** –; Dr Usman Akbar, GP Lead, Mohammed Shaid, Business Manager and Practice Manager; Vikki Hunt, Patient Engagement Lead; S Hussain, Lead Nurse; Saiqa Shaukat(HCA) Khalil Mohammed (CLICs Cordinator) Farzana Ali (New Receptionist)

**Patients**: 7 patients

**Welcome**

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

**New Name**

MS confirmed that the practice has now officially taken the name ‘New Otley Road Medical Practice.’ MS and VH to look at promoting this to patients.

**What we have been doing during the Pandemic**

UA, MS and VH were proud to say that they had kept going and that the surgery had remained open throughout the pandemic. TC’s has become the normal method of appointments for a while but F2F were offered when appropriate and with the necessary checks. The practice is now back to usual with F2F appointments and TC appointments – patients will be given a choice. The admin team are still vetting the clinics and there is still an intercom system operating at the surgery door. The practice invested in Push Doctor services to give patients even more choice of appointments. The team also reminded patients about other services such as the Extended Access and e-consult. Patient’s expressed concern that perhaps these services are not widely advertised. MS and VH to discuss this after the meeting. One patient told of a personal incident where he felt services like this should have been offered to a family member but wasn’t. Patient concerned that admin team aren’t offering services they should be. A suggestion was made for a ‘prompt card’ to be put by desks to remind staff of the services on offer. VH to look into this

**Current government guidelines- facemasks**

VH and SAH confirmed that although government guidelines were changing that patients would still be expected to wear masks whilst inside the health centre.

**Merge with Family Practice**

MS and UA told the meeting about a proposed plan to merge with Dr Akbar’s other surgery – The Family Practice, Whetley Lane Medical Practice. This would bring in approximately another 2500 patients to the list at New Otley Road Medical Practice. UA and MS discussed the benefits of this merge highlighting the services that would be offered to patients should this go ahead. Family Practice offer Minor Surgery and minor eye surgery and will be looking to expand on the services there. Patients may be offered appointments at either practice, but admin team will use common sense when offering appointments. MS and UA have applied for this merge and will keep patients up to date with progress. All Patients were supportive of our intentions.

**New Telephone System**

MS and VH confirmed that the new telephone system was installed last September and asked patients for feedback. Patients commented that although they were happy we had listened and installed a system that allowed for them to be put in a queue, that sometimes they felt it took too long for them to go down the queue. A discussion followed and UA, MS and VH explained that each call is triaged and that the team were still taking too many inappropriate calls in a morning. Ie- sicknote requests, blood results. MS and VH to look into changing the phone message again. VH also to look at updating the website to show all the additional services that we can offer.

**On-line prescription Requests**

MS informed the meeting that the surgery would no longer accept phone requests for prescriptions. The admin team have been pushing online services to patients for over 2 years and from January 2022 no more prescription requests to be made on phone. VH and MS assured patients that elderly/vulnerable patients would be an exception to this. If a patient has a genuine reason for not being able to use online services then the admin team will make provision for alternative access. MS/VH to discuss in the next PLT to give staff some guidelines about access.

**Staff changes**

VH advised the meeting that the Admin team has undergone some significant changes in the last 4 months. VH told the meeting that there was 3 new members of the admin team and introduced one of them today. FA told the team a little about herself and explained how overwhelming it was to start in a surgery with no prior experience. VH credited FA for her quick learning and her interpersonal skills. Assured patients that she would be very valued member of the team. FA is the new receptionist for pm sessions, Aisha will cover am sessions and Hasnain will be working fulltime. MS advised the team that there was various reasons for staff changes, but assured patients that full training would be provided.

**Be Kind**

VH told the meeting that there had been many reports in the media about reception staff being abused by patients both physically and verbally. VH informed the meeting that staff at this surgery had been subjected to some verbal abuse and that the management team were very keen to support staff. The practice has a Zero Tolerance Policy in place and MS confirmed that he would not accept unreasonable behaviour. VH asked patients to be more considerate and allow for the recent pressures within all practices.

**Additional Services**

VH introduced KM- CLICs co-ordinator and KM told the meeting a little bit about what he does for Social Prescribing.

Extended access; including GP, Nurse, HCA, MIND, Young Person Counselling, Physio.

E-consult

Push Doctor

Pharmacist

Cancellation list – if appropriate

The meeting finished at 6.30pm and VH thanked everyone for coming.