

Shaftesbury Medical Centre

**Minutes from Patient Group Meeting on Wednesday 6<sup>th</sup> November 2019 at 17:30**

**Present:**

Practice Staff: Dr Musa (Chair), Alpna Chavda (Practice Manager), Dana Leschian (Service Manager).

Patient Representatives: (MG), (PT), (SP), (MS), (RL), (AH), (NH), (ML).

Apologies: (WM), (SM), (JM), (SM), (RK), (SB), (MB), (ND), (SL).

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**1. Welcome and Introductions**

Doctor Musa welcomed patients and staff and thanked them for attending the meeting.

Doctor Musa introduced Alpna Chavda – Practice Manager and Dana Leschian – Service Manager and she has asked the patients to introduce themselves; introductions were made.

The Agenda, Friends and Family Results, List of Number of Patients that did not attend appointments and Prescribing over the counter leaflets were handed to each person attending the meeting.

**2. New Staff Update**

**Dr Dinesh Jayasinghe**

Dr Jayasinghe has joined our partnership agreement and he became one of the Partners for our Surgery.

Dr Jayasinghe does see patients at King's Road Medical Centre.

**Dr Pankaj Jain** who was our salaried GP for the last four years, sadly left Shaftesbury Medical Centre in January 2019 and he joined a partnership position in Brent.

**Dr Visita Majithia – Salaried Doctor**

Dr Majithia joined us in June 2019, she is one of our permanent doctors and she does four sessions: Thursday all day and Friday all day.

Dr Majithia trained in Leicester and moved down to the local area, in Harrow.

We are very happy to have her.

**Dr Christina Unwin – Salaried Doctor**

Dr Christina Unwin started her contract on 7<sup>st</sup> August 2019 and she is with us for 6 months. She was previously a trainee here under the supervision of Dr Musa.

Dr Unwin did her GP Training at Northwick Park Hospital.

We were very happy to have her back.

### **New Receptionist**

Dr Musa informed the attenders that we recruited a new Receptionist, her name is Tracey.

All Reception Staff work part time and they do provide internal cover for each other.

### **Administrative team**

Two new staff members have started work in the Administrative Team in the last couple of months, with back office functions, Pamela and Danielle; they are dealing with referrals, summarising and hospital letters.

## **3. Practice Merger**

### **Merger with King's Road Medical Centre**

We've been approached by King's Road Medical Practice and we are in the process of a merger with them.

King's Road Medical Centre have 2 sites: one site is in South Harrow and one site is in Eastcote. Their population size is around 7,000 patients and they have 3 partners. Shaftesbury Medical Centre has around 5,000 patients.

The planned date for the merger will be after 31<sup>st</sup> of March 2020, in the new financial year.

The sites will remain separate and will be functioning as they are.

The planned merger would give patients greater access to GPs, nurses and other primary care support services, and would also allow the both practices to function more efficiently.

It is possible that time by time the clinicians will have to do sessions at King's Road Medical Centre and vice versa in terms of supporting each other.

Patients will not experience any significant disruption and there are no plans for any buildings to close.

This means patients will still be able to see the same clinicians in these locations for face-to-face appointments.

A merger will bring benefits for our patients, enabling us as GPs to continue to offer high quality and diverse services.

As a merged practice with a growing population, we want to deliver improved services for all our patients, giving them the best experience possible. We will also be better able to support those with complex, long term needs by sharing the resources and skills of our practice staff.

We want to reassure our patients that we don't expect these changes to affect the way they use our services. This is a really exciting opportunity for the two practices and we believe it will bring great benefit to all patients.

Shaftesbury Medical Centre has informed Harrow CCG about proposed merger.

There is possibility of a change of name for the merged Surgery in the future.

## **4. Primary Care Network**

Primary Care Networks (PCNs) are a national directive and are a key part of the **NHS Long Term Plan**, with general practices being a part of a network, typically covering 30,000-50,000 patients.

There are 5 Primary Care Network groups in Harrow. The Harrow area has about 150,000 patients and there are about 33 GP Practices.

Shaftesbury Medical Centre is part of a 11-practice Primary Care Network called **Harrow Collaborative Network**, which includes Civic Medical Centre, Pinner View Medical Centre, Pinner Road Surgery, Savita Medical Centre, Headstone Lane Surgery, Headstone Road Surgery, First Choice Medical, Zain Medical Centre, Kenton Clinic and Kings Road Surgery.

The networks will provide the structure and funding for services to be developed locally, in response to the needs of the patients they serve.

In the last year the practices were having meetings discussing about merging together.

There is unlikely to be much change notices by patients in the first few years.

The supervision will be from GPs so the quality of care will be maintained but it will hopefully allow better access for patients.

In the medium term, there are also likely to be changes to how evening and weekend cover will be provided.

### **5. Prescribing over the counter**

Another national directive is that NHS England and Harrow CCG are trying to work on cost efficiency savings on prescriptions with the new Prescribing over the counter implementation.

The Prescribing over the counter directive is already in place and applies to all age groups, without exceptions.

Items that are available over the counter for minor illness for example simple pain killers, hay fever medication or emollients for dry skin, these will now have to be purchased by patients themselves over the counter.

The doctors will continue to prescribe for chronic long term conditions, for example if a patient has eczema or psoriasis, than emollients would be prescribed. For the medicines that are not available over the counter, the doctors will continue to prescribe, as: strong painkillers as Tramadol, high dose Codeine or certain patches.

Certain vitamins will need to be bought over the counter.

Pharmacies will continue the service of delivery medications.

The CCG have their own prescribing team, they've got data from all practices and we've been advised to reduce prescribing costs and to fall in line.

The medication prescribed has to follow the NICE guidance (in terms of approved guideline) and also is it cost efficient.

### **6. DNA's**

In the previous Patient Participation Group Meeting we discussed that it will be useful to know the number of patients who did not attend for their appointments during a certain period of time.

We extracted the data from April to October 2019 and we have:

April: 96 DNAs

May: 108 DNAs

June: 102 DNAs

July: 127 DNAs

August: 66 DNAs

September: 176 DNAs

October: 139 DNAs

Suggestion from patients: Hospitals are sending text reminder messages asking the patients to confirm their appointment.

Also the hospitals will inform the patients about the NHS cost if they do not attend their hospital appointment.

### **What we currently do:**

We have a poster informing patients of DNAs.

### **MJog messaging systems**

Through MJog we send reminder messages to patients for their appointments.

MJog system enables the patients to replay back or to cancel an appointment.

For patients with many DNAs we send them letters, also in the consultation notes the clinicians will make an entry if patient did not attend.

### **7. Friends and family Results**

This is a national NHS tool to measure the level of patient's satisfaction regarding GP services.

MJog service sends out the reminders to patients is also is a useful way for patients to answer back.

The Friends and Family survey forms are going back to NHS England and they will supply us with the data.

From the last Family and Friends Results from between November 2018 and October 2019, from the total of 1,125 responses, 80% would recommend the service, 10% will wouldn't and 5% are not sure if to recommend or not.

761 patients are very satisfied with the service and will recommend us to friend and family, 200 patients are satisfied, 71 patients are not satisfied and 14 patients did not answer.

### **AOB**

#### **Dr Musa and Dr Nizamuddin – GP Trainers**

Dr Nizamuddin applied to become a Trainer with the Central Middlesex Hospital Scheme and Dr Musa would continue with Northwick Park Hospital Scheme.

Dr Nizamuddin still has Medical Students coming in for Training from Bart's.

### **Premises update**

#### **New front door**

Doctor Musa informed the audience that we are now applying for funding for a new automatic front door.

We plan also to reconfigure the Reception area.

### **Looking to develop patient's group**

Dr Musa introduced (SP), as our patient's representative. She has kindly agreed to take on the role of the Patient Group Representative.

There are Patients Forums at Harrow CCG, where each GP Practice is sending a representative. (SP) has kindly represented our Surgery.

Dr Musa asked if any other patients would like to joint (SP) in that role and (PT) and (ML) expressed their interest.

### **Health Fair in Chronic Health Conditions**

We would like to plan for a Health Fair in 2020 and seeking assistance from patients.

We would ask organisations as British heart Foundation, Diabetes UK, Cancer Research, Alzheimer UK to participate.

Our aim would be to organize a couple in 2020 on a Saturday morning with the support of our patients.

Dr Musa thanked everyone for attending and the meeting was brought to a close.

Date of next meeting TBA.