

Claremont Clinic PPG
MINUTES & AGENDA

Date: November 13th August

Time: 4-5pm

Location: Online

Chair/ CO- Chair: Michael / Tarsem

Minute taker and Support: Chanel/ Shamina (Social Prescriber)

Attendees:

Present	
Staff Chanel Radford (CR) Shamina Akhtar (SA) Dr Joyce (CJ)	Patients (ML) (TL) (AK) (JS)
Apologies:	(BS) (MS)

	Agenda Items:	Action:
1	Introduction and updates New attendees: Dr: CJ: Building works are running behind, set back 2/3 weeks. Now the completion date is February. It has been quite challenging due to low room and reception space.	Abdul Kahar
2	Zerin – Senior receptionist Receptions list of expectations/ experiences from patients: <ol style="list-style-type: none"> 1. A lot of high demands and requests saying it's urgent. 2. A lot of prescriptions sent to pharmacy but they don't order it and its gets bounced back to the GP. Patient then want to request medication via phone which we don't do. Its goes round in circles. 3. Patients not attending there appointments. DNA-sent texts to cancel in the future. This takes appointments, we inform them that there next 	

	<p>appointment will be further away. Routine appointments can take 2 weeks now.</p> <p>4. A lot of TWIMC letters (To Whom it May Concern). Increased levels of admin and we didn't have a secretary for a while. Once the letter is paid then we assigned to the right person which can cause delays.</p> <p>Z: We have spoken with the pharmacist to only order what the patients need. We get prescriptions that are all ticked but we don't know if this has all been requested.</p> <p>AK: This can become a big waste.</p> <p>CJ: If it says CD- control drug then you can't get them on repeat. You will need to talk to the doctor.</p> <p>TL: I think the GP should do a review of the medication and take off old medication there not using.</p> <p>Z: We have an in house pharmacist, we book to go over all medication.</p> <p>CJ: The level of work has increased so much that we need other staff to work alongside us. There is clinical oversight as we discuss some patients.</p>	
<p>3</p>	<p>General discussion</p> <p>ML: We have mentioned using a pie chart to show the number of missed appointments.</p> <p>Z: We used to have a monthly chart showing in reception but this was taken down. We can put them back up when the building works are complete.</p> <p>AK: Can we call before the appointments to remind patients.</p> <p>Z: We don't have capacity for this. We send reminder texts in the morning.</p> <p>CJ: One of the nurse was with a patient, who said they wasn't informed of the appointment. She then showed her phone which displayed the appointment text and reminder.</p>	

<p>Z: It's the patient responsibility to make a note and remember their appointment. We will make exceptions for those who are vulnerable and need extra support.</p> <p>AK: Can we give a warning to those who are frequent DNA's that their next appointment will be delayed. A lot of wasted resources.</p> <p>JS: In my experience doctors really call back if the first call is missed.</p> <p>CJ: After one missed call a text is sent then a 2nd call is made. I feel that 80% of calls are reached doing this. If they state they are available on the form this helps.</p> <p>JS: I have used patient access and find it brilliant. The reception helped me sign up which was not simple. Maybe we can have posters to help patients with this.</p> <p>Z: We encourage all new registered patients to sign up. All of this is on the website which does not require setting up.</p> <p>CJ: We didn't have a secretary for a few months meaning that GPs and reception had to do extra work.</p> <p>JK: I've noticed a lot of new doctors</p> <p>CJ: A lot of staff don't stay in post as they used to. Doctors will be here over 20 years but now people move on more quickly. Practices over Newham are all finding it hard with recruitment.</p> <p>TL: How many GPs do we have?</p> <p>CJ: I used to work 4 full days now work 3 days. GPs have gone down. It's more like 8 instead of 11 GPs as we provide supervision for PA/ pharmacists.</p>	
<p>Patient survey friends & family</p> <p>Chanel explained we were to find the survey via the website</p> <p>JK: can we go back to a paper form in reception</p> <p>CJ: Yes we can bring this back once the building works are done.</p>	<p>https://www.claremontclinic.co.uk/friends-and-family-test/</p>

Next month's meeting

Date: Monday 11th of March 2024

Time: 4-5pm

Location: Confirm close to the time

Chair/ CO- Chair: Michael / Tarsem

Minute taker : Shamina Akhtar (Social Prescriber)

Support: Chanel Radford (Social Prescriber)

Agreed agenda:

- Practice updates (5mins)
- How to include vulnerable patients to PPG meetings. (deaf/blind patients)
- How we expand PPG meetings?
- How we can reduce DNA(Did not attend)
- Building tour if the works are finished and feedback.
- Close (5mins)