

## Minutes of

### Benhill and Belmont GP Centre – Patient Participation Group Meeting

Thursday 17<sup>th</sup> September 2020 at 12.30pm-2pm via Zoom

#### Present

Marian Wingrove (MW), Pam Goodwin (PG), Angela Maskell (AMas), Alan Murray (AMu), Dr Adnan Malik (AM), Dr Jeff Croucher (JJC), Dawn Dennis (DDA) – Practice Manager, Jillian Slade-Thornett (JST) – Administrator/note taker

#### **1. Welcome, Round Table Introductions and Apologies**

Apologies: Shelia Cullum, Colin Maskell, Evelyn Varrow, Stephenie Shvern

- Positive feedback / user experience re how well the Practice had adapted to Covid.
- DDA introduced Jillian who started with the Practice at the beginning of July 2020.

#### **2. Minutes from 20/02/20**

- Go Sutton (item 2) – Bus service now stopped and no details of long term plans post-Covid.
- Feedback from PRG (item 3) – Pam Howe attended meeting on 20/02/20.
- Patient Survey July 2019 (item 4) – Superseded by the new survey published in July 2020. Local survey of own patients in waiting room not possible as safe systems introduced in Covid so patients are not using waiting room. Changed way appointments can be booked.
- Improving Healthcare Together (item 5) – outcome is new hospital to be on Sutton hospital site – mainly well received. Big impact for Practice - falls in with development of new Belmont site which will be nearest surgery.
- Belmont Development (item 6) – update on today's agenda.
- EOLC (item 7) - spoke about different aspects of EOLC.
- Minutes agreed.

#### **3. General Practice throughout Covid and post-Covid**

##### Infection control / reduction of face-to-face services

- DDA summarised the actions taken by the practice, following Covid lockdown from 23<sup>rd</sup> March 2020, to maintain a full service for patients in keeping with social distancing guidelines and also procedures to ensure the safety of all staff and patients. Telephone triage by clinicians was introduced and video consultations, where appropriate. All services were transferred from Belmont site to Benhill (approved by CCG) due to infection control issues. Clinic rooms at Belmont have now been resurfaced with appropriate flooring.
- DDA commended the Practice team on how everyone pulled together and the tremendous effort made to maintain effective service provision for all patients.
- Belmont update re on-site services: Face-to-face (F2F) booked nursing appointments have been running regularly since July and from last week GPs are triaging and seeing patients F2F, where appropriate. Strict infection control i.e. all patients attend wearing face mask, use hand gel to sanitise and clinician in full PPE.
- Benhill update – 1<sup>st</sup> floor meeting room now an office for three staff. Staff working across both sites, wearing face masks, using hand gel - safety/social distancing not compromised.
- In response to a query from MW, DDA said text reminders switched off when the online booking service was turned off. Patients now receive a text the day before appointment due, with Covid information regarding attendance. Each site has dedicated clinical room for F2F and

appointment slots are appropriate to allow cleaning and sanitise in between patients following infection control guidelines.

#### Full telephone service available

- All phones diverted to Benhill during lockdown. From 5<sup>th</sup> October 2020 direct telephone service will resume at Belmont site. All calls are and have been answered no compromise to any Belmont patients. We have NOT been closed.

#### Bank holiday working

- GP practices open over both Easter Bank Holidays in April. All the team pulled together and assisted secondary care and 111. Practices were also open the first Bank Holiday in May but were not required to open the last May Bank Holiday.

#### Post-Covid moving to the new normal

- 'New normal'. Benhill and Belmont sites remain open, for complete telephone triage, with patients attending for F2F appointments after speaking to a clinician where appropriate. The front doors are closed to prevent unnecessary footfall into either building. All patients must call us, and not turn up at the door.
- Prescriptions are being sent via EPS. Specimen bottles can be purchased from a pharmacy.

#### Extended Hours

- Extended Hours – to be reinstated in October on Monday, Tuesday and Wednesday from 6:30pm-7:15pm. GP will contact patient by telephone or, if triaged before, patient to attend practice. Approved via Primary Care Network (PCN) and CCG and accepted in light of circumstances until March 2021.

#### Appointment changes

- Nursing appointments – duration 30 minutes, will look to reduce to 20 minutes in October to allow for additional capacity.
- Ear syringing service is not available as this is an Aerosol Generating Procedure (AGP). Private services can be sourced. Primary care is awaiting NHS guidance.
- Minor surgery – provision not restarted yet.

#### Flu

- 50-64 cohort and family of shielding patients to receive flu vaccination but, this likely to not be until late November; practices awaiting further guidance from NHSE.
- Over 65s and patients Under 65 with Long Term Conditions (LTC) to be immunised first; Sessions start on Saturday 18/9.
- All flu sessions will run from Benhill site. Information on website. Staff will be outside to ensure social distancing of patients. DDA confident of large footfall at a controlled speed. Patients will be contacted to book an appointment.
- If patient has F2F to see GP or nurse for other clinical conditions – and is eligible, a flu jab can be given at the same time. We will not bring patients in outside delegated flu clinics for vaccination.
- Expectation of 30% of Belmont patients to attend local Pharmacy given no flu jab sessions at Belmont site.

#### **4 PRG Meeting updates**

- PRG met virtually on 7<sup>th</sup> July and 16<sup>th</sup> September 2020. DDA shared July notes on screen.

- MW reported from PRG meeting in July which focused on changes to general practice since lockdown began on 23<sup>rd</sup> March and the proactive response from primary care with generally positive feedback from patients.
- It was noted, although not the fault of NHS, there was at least three months' notice of arrival of virus but no planning that supported the unfolding scenario in the community.
- No local provision for emergency dentistry but noted provision is not in remit of the CCG. This commissioned by secondary care, and a service was available at St George's.
- PRG 16<sup>th</sup> Sept – Nicola Upton, CEO of Age UK, gave a presentation on Social Prescribing (SP) workstream developed to support clinicians where disproportionate amount of time may be spent discussing issues not strictly medical. Focus on frequent visitors to GPs, those with LTC and complex needs. Linkworkers have been appointed and will work with Multi-Disciplinary Team (MDT) nurses to assess patients in a holistic way. Age UK has contract for all adult patients over 18 years of age.
- DDA said Aimee, one of the reception team, and training to be a phlebotomist is also undertaking Social prescribing role. Practice has recognised the benefit for clinicians.
- JJC said social prescribing is set up at practice level and through our PCNs. Sometimes GP is the right person but, if can enlist others, can get a more effective consultation. Social prescribers are well connected so there is a network and, as first point of contact, social prescribing is being developed to benefit primary care. Support for older people particularly going back into normal life. Level of isolation and anxiety can be quite high. Increase in referrals to Age UK, primary care and social services.
- JJC said, as a practice, there are three areas of deprivation, but isolation has also been identified in affluent areas so an unmet need had been identified.
- Nadine Wyatt, Senior Engagement Officer, with CCG shared a very helpful diagram re seeking a test for Covid. **Action: JST to source slide and share with PPG group.**

DDA thanked MW for her informative update from the PRG meetings.

## 5. Belmont new site development

- JJC reported that good progress has been made – internal building design agreed, external already commissioned. Delay due to Covid as need to ensure building design is fit for purpose for safety of patients and staff going forward.
- Legal arrangement between practice and developers expected to be signed within a week or two. In advance of that there is a programme to procure developer and that has been identified. New site expected to be fit for use and Covid-secure early part of 2022.
- Keep on agenda as building design is key element and patient input is invaluable.

## 6 Patient Survey July 2020

### Results

- DDA shared patient survey on screen - pleased with evaluation although only a small percentage of the practice population responded. DDA formally thanked all the team and the PPG for all your support over the last twelve months.
  - 91% find it easy to get through to GP practice by telephone
  - 63% happy with appointment times - looking to address that i.e. holding family planning at lunchtime as well as nursing and GP sessions. Extended Hours Hub relocated to Robin Hood Lane Health Centre so still local for our patients.
  - 75% re enough support to manage LTC. Not sure practice is solely responsible for that. There is an online app called Health Unlocked which clinicians can use to provide patients with links (via text) to a list of local health services, such as diabetes and other conditions. Very useful both for clinicians and patients.

- JJC commented individual lists were the norm but now less common. However, it is a way to offer continuity together with holistic care.
- As Practice Manager, DDA said she was really pleased with survey outcome. On last tab you can compare practices; there is large disparity across our patch but it is a small reflection across our practice population. Please find link to Benhill and Belmont Survey: <https://www.gp-patient.co.uk/report?practicecode=H85031>
- Dr Malik highlighted different expertise across clinicians – Dr Croucher: musculoskeletal (MSK), Dr Shaw: diabetes, Dr Malik: minor surgery - good for patient satisfaction.

## 7 Any Other Business

- Engagement Scheme – patient survey

DDA explained that as part of the Engagement Scheme for 2021 commissioned by the CCG, practices are being asked to conduct a survey with patients through Health watch and Survey Monkey by 31<sup>st</sup> March 2021. This is to gather feedback on patient experience in Covid and to ensure patients with additional needs are not overlooked such as hard of hearing people. The practice will be engaging with 4% of patients to receive feedback.

- Engaging in PPG

DDA thanked members for engaging in the PPG and asked for members' views, now that meetings are held virtually, to gauge the appetite to increase membership. **Action: ALL Please send feedback/any ideas to Jillian.**

Engaging PPGs at a PCN level

- Sutton as an area is split into four PCNs geographically. Benhill and Belmont GP practice is in the Cheam and South Sutton PCN (CASS). Each PCN has Clinical Directors (CDs) and for CASS these are Dr Mawani, Dr Phil Jacobs (Cheam Family Practice – [CFP]), Dr Lavan Baskaran (James O’Riordan Medical Centre [JOR] resigning from post end of month). Suggested that Cheam Family Practice make contact with James O’Riordan Medical Centre to consider forming a larger PPG to offer a wider voice and opinion. Michael Pitcher (Cheam Family) is Vice-Chair of PRG and Eleanor Pinfold is PRG rep for James O’Riordan.

DDA asked members if she can forward email addresses of PPG members. **Action: ALL Share email addresses if agreed.**

It would be in addition to the regular quarterly practice PPG meeting. DDA needs to feedback if there is an appetite from the BBGPC PPG group. PCNs are the way forward.

Feedback – OK if practice PPG retained and still have local connection, if can dip in and out. DDA said having patient perspective is a key component.

- In response to AMu, DDA said if a patient cannot see their preferred GP, they can be seen by one of the five GP Associates who work closely with the GP Partners and their personal lists. Dr Malik commented this system works very well.
- In response to AMu, DDA said the process for sending out the patient survey is managed at central level.
- MW said she was delighted JJC would be able to spend more with the practice from October and it is timely as the Belmont redevelopment is coming to fruition so will also be able to concentrate on that.

DDA thanked members for taking time out of their day to join us and we will look to set another date. Thursdays work for the practice so look for suitable date just before Christmas. All agreed. **Action: Jillian to look for mutually convenient date and circulate to all.**