HMC PPG Mtg – Thurs, 17th November 2022 – Minutes

At HMC at 1.00 pm

* **Attendees:** 11 Patients attended including PPG Chair Diane Salkilld, apologies from 13 patients.
* **Diane called the meeting** to a start at 1.00 pm. Minutes of last meeting 22nd June 2022 were looked at and there were no matters arising from the previous meeting. Diane reminded members of the result of Hub survey sent by CF on her behalf and then also a survey for Pharmacy Services for which the deadline was midnight tonight.
* **Update on campaigns**: **Polio** outbreak in London which meant children 1-9 year are to be vaccinated, GP surgeries were instructed to vaccinate 1-4 group and 5-9 were supposed to be vaccinated at local community centres. Hampton Medical Centre has accommodated even the 5-9 year group in cases where local centres appointments were unavailable.

**Flu Campaign** – So far, we have achieved 71% of over 65 population, those that had vaccines at the pharmacy are coded into our system as and when the data comes in from the pharmacies.

**Covid Autumn Boosters -** We have covered all care homes, most of the housebound patients, over 65s and will invite over 50s for the upcoming clinic on 24th November 2022.

**Shingles -** The age range for shingles is 70 -80 years and it is a one off vaccine for the age group. Invites are sent in bulks to those eligible.

**Pneumonia -** This vaccine is given to all over 65, this vaccine can be given 10 years to those who have long term conditions.

* **Accurx Triage Online** - introduced on 28th September 2022

Dr Nunes explained that South West London Integrated Care Board procured accurx online triage for all the surgeries in the Richmond borough as a NHS government lead initiative for better patient access.

Prior to launching the service, we had meetings with surgeries who have been using this for over a year now, we looked at the literature, reports, design of messages etc.

The number of medical triages coming in per week are approximately 450, in addition to this there are appointments with Duty Dr AM and PM to deal with emergencies that come through the phone. We have made provisions for priority for under 5s and over 80s emergencies which can be booked straight without the need of online triage.

Dr Nunes encouraged feedback and suggestions and highlighted that the system is being constantly redesigned and altered as per the feedback from patients, clinicians and admin.

One of the member pointed out that Doctors need to make note of the contact number stated in the triage form and if the preferred contact is a landline then make sure you don’t ring on the mobile.

Another member suggested that we should make new patients aware of this on-line triage.

* **Patient Access/NHS app** - can still be used to order prescription but appointments have to be made via the Triage online.
* **Hub at HMC** - HMC has been chosen as one of the Enhanced Access Hub along with Essex House and York Medical.

Extended hours will be 6.30 pm to 8.00 pm, Monday to Friday and 9.00 am to 5.00 pm on Saturdays.

Appointments will be booked in advance (not a walk-in service, HMC phone lines will be off, and it won’t be possible to collect prescriptions). There will be variety of clinics i.e.: Smear clinic, Coil clinic, Blood tests, and GP appointments.

There was a discussion about results, so the bloods will be done here but results will go the requesting surgery in Richmond. Likewise Dr Nunes explained when patients go and see a consultant in any hospital any x-rays, scans and bloods requested by the consultant will go back to that consultant and not sent to the GP surgery.

Portal with Kingston Hospital discussed, they can see the GP notes and we can see the Hospital letters and lab results for information only.

Delay in sending discharge summaries from Kingston Hospital for over 6 months was discussed which increased our workload here at HMC. Dr Nunes mentioned that there are works happening to redesign the discharge process/documents.

AOB:

Facebook page and improvements on website discussed.

Pharmacy - Minor ailment scheme discussed - issues with local Boots pharmacies.

Calling Screen: Some Drs Name not showing when the patient is called.

Date for next meeting: Thurs, 16th February 2023

PS: The leaflet is being revised as per suggestions- we have incorporated the on-line triage system information. I will send you a copy when it is ready.