

**Clinical Meeting Minutes
PPG Meeting**

Date / Time	15th May 2018	
Venue	Thurrock Health Centre (THC)	
Attendees	SH (Director of Primary Care Services for College Health)	HP (THC Practice Manager)
	SG (THC Admin Manager)	LB (PPG Chair)
	JW (PPG Member)	SC (PPG Member)
	PM (PPG Member)	AO (PPG Member)
Apologies	AMF (PPG Member)	
		Action
<p>1. Welcome/Introductions</p> <p>HP is our new Practice Manager at Thurrock Health Centre. HP previously managed the Oddfellows Hall Surgery and St Clements Surgery in Grays.</p> <p>SH is Director of Primary Care Operations for College Health. SH is the accountable person for the 11 sites that College Health currently manage in Essex. SH is here to help you understand, listen to how you would like the services to be shaped and to hear your views. College Health have 46,000 patients overall in Thurrock.</p> <p>Previous Meeting Minutes</p> <p>SH has the terms of reference for PPG and can share for the group to look at and see if it is useable</p>		SH/HP
<p>2. New Telephone Triage</p> <p>SH explained our list size is currently 10,550 as of 14.05.18. Our bid is based on 80 appointments per 1,000 patients. Calculation of staffing is based on this criteria and our contract is to offer 680 appointments per week. Currently we are exceeding this by actually offering 960 appointments.</p> <p>SH explained that patients won't be turned away and will see a Clinician. There are sufficient appointments and these are monitored for the volume of patients on our list size. Patients will be offered a telephone triage appointment and if the Clinician feels the patient needs to have investigations i.e. x-ray, blood tests then after these have been completed the Clinician can book the patient in for a face to face follow up. This system alleviates problems that we had before.</p> <p>Admin staff may ask the reason for the appointment to determine the urgency and book the appointment with the most appropriate clinician. Complex issues are booked in with the GP. Advanced Nurse Practitioners can see acute illnesses, medication reviews, referrals. For CHILD/PALLIATIVE/URGENT/ELDERLY patients the staff will flag up the appointment so the Clinician is aware. Staff are advised to book medical certificates and medication appointments in for later in the day so as to free up the earlier appointments for unwell patients.</p> <p>We have nurse appointments up to 8pm in the evening and Saturday and Sunday 10-1pm. We are open every day of the year except Bank Holidays.</p>		

<p>JW explained that NHS Choices for Thurrock Health Centre has negative feedback and our current rating is 2/5 stars. Patients saying they cannot get an appointment with the GP.</p>	
<p>LB asking for more availability for online evening appointments. PM said that trying to ring through is difficult and after phoning more than 5 times she gave up. SG explained that the staff are asked to advise patients of options i.e. NHS111, HUB appointments, GP service at Orsett Hospital.</p>	
<p>AO said patients are still being told to phone back at 8am. SH explained that patients can ring at alternative times of the day and does not necessarily need to ring at 8am. Telephone Triage - Clinician will speak to the patient; deem whether patient needs to be seen as in a face to face appointment. SH explained that you will be guaranteed an appointment. SG will speak to admin staff and remind them not to tell patients that they have to ring at 8am.</p>	SG
<p>Our phone lines have now been increased from 8-16 lines.</p>	
<p>Child Clinics Two weeks ago we started the Childrens Clinics - If a child is urgently ill, they will be seen. We have children's clinics every day from 3-5pm bookable on the day only.</p>	
<p>Facebook Discussion around setting up a Thurrock Health Centre face book page for advertising our services and information for patients, eg. to publicize the new children's clinics LB explained that she used to do patient engagement to navigate patients and promote the PPG. She would like to get involved again doing this. SH explained that this will need to be managed properly and not for the public to leave comments on.</p>	LB/GW
<p>OA asked how we can engage more with our patients. HP explained that we have some staff that has had the Care Navigation training and that our staff also empathizes with patients. OA can see that the staff is helpful now. Years ago he found staff rude and unhelpful. PM asked about elderly patients and how we would engage with them; We have a frailty list and MDT (Multi-Disciplinary Meetings) whereby we discuss elderly patients.</p>	
<p>70 years of the NHS SH is interested in doing something to mark the 70 years of the NHS. Dr H Jones is doing a TV campaign. SH suggested a T and cake. GW said this would not work on Grays High Street because of the demographics, but inside our building would work. SH would like to do something positive for Thurrock.</p>	SH
<p>Patient Survey We are launching our patient survey for 2018; this has been put together by Public Health. This will be available as a hard copy in reception and online on our website.</p>	
<p>Weekend Emergency Appointments These no longer are on the rota and the PPG had asked for these under the previous providers. CH will look to reinstate these emergency slots for the weekend.</p>	KR
<p>Patients can specify an approximate time and the admin staff member can update the appointment slot</p>	

<p>asking the clinician to call. For example a telephone appointment booked at 5pm the staff member could update – please call after 5pm. SH explained that the Clinicians should be booking their follow ups themselves.</p>	
<p>3. The Role of the Paramedic Our Emergency Care Practitioner, SF has worked for 28 years with the London Ambulance Service. She has added skills to work in the Primary Care setting and she has already been with College Health for a year. She will work with the GP and the GP can agree and authorize medication for the Paramedic. Some home visits are better suited for the role of the Paramedic. She will work on the top 2% of our patient frailty list. There will be opportunistic visits/courtesy calls to avoid hospital admissions. We now have two paramedics working for College Health. One will be working in the Tilbury/Chadwell locality and one in the Grays locality. L will be joining us in July 2018.</p> <p>This is an invaluable asset to our services and is extra support for the patients and Clinicians.</p>	
<p>4. The Specialist Pharmacy We have two Pharmacists, one is for the Grays locality and one is for the Chadwell/Tilbury locality. They do medication reviews over the phone and face to face appointments. They can sync the repeat medications and give patients advice re; medication. Medication alerts can be done by the pharmacists as well as they are the best person to action them and contact the patients. Our Pharmacist works her on a Monday and Tuesday and has pre bookable telephone and face to face appointments. She also visits the care home to manage the medications of the residents.</p>	
<p>5. Online Appointments Online appointments are still available but the necessity to book online appointments shouldn't be as much as we are offering excess telephone appointments and are meeting our contractual requirements.</p>	
<p>6. Home Visits If a request is taken over the phone for a home visit – a telephone triage appointment is made and the Clinician will contact the patient and assess the need for a home visit or not. If a home visit is needed then the appointment is booked in for the on the day visit slot.</p> <p>We have a Care Home session on Wednesday afternoons which we can book the care home residents into for the GP to visit.</p>	
<p>7. Non-English speaking patients We have access to 'The Big Word' which all Clinicians can access via the telephone when the patient is in the consulting room.</p>	
<p>8. Out of Hours Service The Thurrock Hubs are a 7 day service and we have access to our allocated number of appointments to book into. There was talk a few years ago regarding the Hubs working from here but we have no objections if we were approached about this.</p>	
<p>9. Staff Welfare GW concerned that since CH have been given the contract some staff have left. HP explained that she is</p>	

<p>here for the foreseeable future. One of the admin team was offered an opportunity in HR within College Health and this member of staff had previously done a degree in HR, so this was a fortunate move for her.</p> <p>Our Reception Lead was offered a role as Admin Manager over three of College Health's sites and took up this role as a great opportunity for personal development.</p> <p>SM a longstanding team member from Oddfellows Hall Surgery has joined us on a sucondment for three months. She is also a Care Navigator. She is excellent in this field and can help patients by either referring them to; The Social Prescriber /LAC – Local Area coordinator and pointing the patient in the right direction for help/care. These services are better suited for the patient rather than seeing a Clinician.</p>	
<p>10. AOB</p> <p>Ghost patients OA asked about ghost patients – SG explained that we get FP69 alerts from the Health Authority (HA) where they have tried to contact the patient, patient has not responded so the Health Authority assume the patient no longer lives there. We contact the patient and advise them that they have 7 working days to update us with proof of their address. If they provide proof and they are still in the catchment area – we update the HA of this and the patient remains registered. If patient does not respond – we advise the HA of this and the patient will be deducted.</p> <p>Hospital Deaths GW asked how long until the hospital notifies us of a death in a hospital. We estimate up to 10 days but it varies sometime we may hear from a coroner first in some cases.</p> <p>Out of Hours Results GW asked about results being sent over from OOH. We receive a detailed report but do not receive copies of imaging reports. The GP would have to request for these. If a patient is seen by a Consultant and is sent for tests – the results will be sent to the Consultant.</p> <p>Telephone Triage OA asked if the telephone triage is a trial. SH explained that this is a permanent service. College Health have been providing telephone triage in their Kent surgeries for 2 years. If for any reason patients feel it is not working for them we will look at the issues raised.</p> <p>PPG badges LB asked about the PPG having name badges if they are going to be doing patient engagement sessions in the building, so that they can be identified.</p> <p>CRG – Clinical Reference Group JW said that the CRG is today at The Beehive at 4pm.</p> <p>Message from Sharon Hogarth We are creating a service which is helpful to you.</p>	
<p>11. Next Meeting – Wednesday 1st August 2018 at 6pm</p>	

