

## **East Street Patient Group (ESPG) Meeting Friday 15<sup>th</sup> October 2021**

### **1. Introductions and Apologies**

**Surgery Staff** - Facilitator - René Mehta (RM) Practice Manager, Sharon Castello (SC) Reception Manager, Christine Furness (CF) GP Partner, Makiba Clarke (MC) Social Prescriber

**Patients** - Bernard Bain (BB), Jane Salmon (JS), Wendy Long (WL)

**Apologies**, Irene Payne (IP)

### **2. Actions**

16072021-1 – Open – RM will update the website within the next week

16072021-2 – Closed – RM has written to the Walworth Living Room for an update. They re-open this month so understandably may be too busy to respond immediately. RM has extended an invitation for them to attend future a meeting.

16072021-4 – Open – RM has been unable to liaise with WL but she has kindly agreed to keep her offer of support open.

### **3. Update on current position**

RM noted that the surgery has never been busier. It is supporting registrations for up to 155 asylum seekers who are housed in a nearby accommodation. There are 500 residents in total there and registrations are being shared across three local surgeries. Dr Furness also continues to work two days/week at the Artesian Health Centre as part of the Covid vaccination programme. She and the nursing team are also carrying out home visits for Covid and flu vaccinations. The volume of work there has increased significantly since the introduction of third doses for immune-compromised patients and booster doses for other at-risk groups.

RM noted that the practice continues to review its access to appointments as it always has done. It will do so again in the light of the Government's announcement of increased funding for Primary Care. Whilst funding will go some way towards helping, the real issue is that there are not enough clinicians available to meet the demand. The practice has been seeing patients face to face throughout the Pandemic but only after a telephone or eConsult triage first to maintain safety for staff and other patients.

RM noted that given the demands upon Primary Care, it is no longer possible for him to manage two surgeries and give both the support that they need. The surgery accepted RM's resignation back in July and a recruitment process was carried out over the summer. A new Practice Manager, Leonor Mondata, has been appointed and will be joining the practice in a fortnight. Leonor has previously managed two surgeries in Southwark so is very familiar with the area and the systems. We are confident that she will make an excellent addition to the East Street family.

### **4. Patient Feedback and involvement**

JS raised two points:

- The external signage is in need of repair. RM explained that the practice had actually been gathering quotes for new signage in early 2020 and then the Pandemic struck and the plans were not able to come to fruition. This will be looked into again – **ACTION**

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- Have practice staff suffered any abuse from patients and what is the process for dealing with such incidents? SC noted that receptionists do suffer the most verbal abuse and it has increased over the recent past as negative news continues to cycle about surgeries not seeing patients face to face. RM added that the practice does keep a log of “incidents” and will write to patients as part of the NHS Zero Tolerance protocol. Patients are sent a warning as to future conduct if they are abusive or threatening to staff or other patients. Any repetition can lead to a patient being removed from the surgery register. If the Police are ever involved, then a patient can be immediately removed without the need for a warning letter.

WL asked about the support available to patients and families of newly turned adults that require support with conditions such as autism or ADHD etc... CF recognised the difficulties that can occur when funding and support available in childhood can be more difficult to access upon adulthood. CF noted that a referral can be done to support such needs.

### 5. Social Prescribing

MC explained her role within the practice team. Social prescribers can support patients with non-clinical issues such as low-level mental health needs, housing, debt, employment, navigating the social care system. They can provide support for up to three months and signpost patients to other avenues of support as well. Referrals are processed within 1-2 weeks and reception staff can submit referrals as well. It doesn't have to be a clinician – **ACTION**. RM noted the thanks of the surgery for the hard work done by MC and her team. MC holds a clinic at the surgery for one afternoon a week.

### 6. Any other business

JS noted her thanks to the surgery team for all of their continued hard work and the group echoed this.

### Date of next meetings – Online links will be shared in due course

**Friday 21<sup>st</sup> January 2022 at 1:30pm**

**Friday 22<sup>nd</sup> April 2022 at 1:30pm**

#### **Actions:**

Ref	Action	Lead	Due date	Status	Detail
16072021-1	Telephone appointments system	RM/CF	22/10/21	OPEN	Write up to explain to patients how telephone triage system works
16072021-4	Contact WL	RM	12/11/21	OPEN	To discuss how WL could assist ESPG
15102021-1	Replace external signage	RM/CF	21/01/22	OPEN	
15102021-2	Add info on Social prescribing to practice website	RM/MC	30/11/21	OPEN	