

East Street Patient Group (ESPG) Meeting Friday 16th July 20201

1. Introductions and Apologies

Surgery Staff

Facilitator - René Mehta (RM) Practice Manager, Sharon Castello (SC)

Reception Manager, Christine Furness (CF) GP Partner

Patients - Irene Payne (IP), Bernard Bain (BB) Wendy Long (WL)

Apologies, Peter Wright, Kevin Kerwick, Jane Salmon, Sandra Pereira Brito

2. Update on current position

RM apologised for not having been able to host a meeting and noted that it has been the most challenging time for everyone.

The surgery is well aware that “Freedom Day” falls on Monday 19th July but that the wearing of face masks and social distancing remains in place at the surgery and indeed across the NHS. This has been added to the practice website and notices are on display at the surgery. RM noted the importance of keeping patients and staff safe. Covid has not gone away and is in fact on the rise again due to the Delta variant. There were 902 confirmed cases in Southwark up to 2nd July with Southwark’s 7-day incidence rate is 283 per 100,000 which is a 57% increase (London has a 64% increase).

More than 172,000 (61%) people registered with a Southwark GP have received a first dose.

More than 106,000 (38%) have received their second dose.

Staff from East Street have been working at the local vaccination hub (Artesian Health Centre) on Grange Road throughout.

3. Patient Feedback and involvement

IP had two items to raise:

1 - How the phone appointment system and timings work and the role of the receptionist in triaging requests

RM noted that throughout the pandemic the surgery has adhered to the Standard Operating Procedures as mandated by NHS England. Surgeries are instructed to conduct total triage so that patients are consulted by phone or video rather than face to face. CF explained that there has always been a triage system in place in general practice as receptionists understand the local pathways of care and can redirect patients to more suitable options such as pharmacies or social prescribers etc... This triage is defined by the clinical staff so receptionists are aware of what their limitations are in recommending alternatives. She went on to explain that setting a specific time for a phone consultation is particularly difficult when calls regarding mental health conditions, depression or cancer cannot be limited to a 10 minute conversation. The practice is also trying to make a call several times if a patient does not answer the phone. Other surgeries don’t necessarily offer this. It was agreed that the surgery would put something together to better explain all of this to patients - **ACTION**

2 – GP Contracts - in the context of Operose, a subsidiary of the US Health Insurance Corporation, Centene, taking over 4 AT Medics GP contracts in

Southwark and 49 in London. What type of contract is held by East Street, who holds it, and when is it due for renewal?

RM noted that the contract held by the AT Medics practices differs from the ones held by most GP surgeries. Their contract (An APMS Contract) has a definitive timeframe whereas the contract held by 301 East Street (called a PMS Contract) has no specific end date. APMS contracts were introduced to allow private companies or third sector providers to provide GP services. The model at East Street is that the partners at the surgery hold the PMS contract with NHS England to provide primary care services and as partners leave/retire then those that replace them become signatories to that contract. If the surgery contract is ever revised in a significant way it would be within the context of a whole NHS wide review of PMS contracts so the BMA (British Medical Association) and the LMC (Local Medical Committees) would be part of the negotiation on behalf of all surgeries.

More information on GP contracts can be found here:

<https://www.kingsfund.org.uk/publications/gp-funding-and-contracts-explained>

4. Patient Engagement – National Patient Survey

RM noted the Patient Survey results for 2021 have been published. 508 surveys sent out, 114 returned = 22% completion rate but as always “Comparisons to the local (CCG) or national average may not be statistically significant”. We were equal to or higher than the local CCG/national averages on 16 out of 18 areas.

The practice scored best in the following:

- 95% find the receptionists helpful
- 90% find it easy to get through on the phone
- 96% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment
- 92% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment
- 96% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment
- 95% felt their needs were met during their last general practice appointment
- 83% describe their overall experience of this GP practice as good

The two we scored less on were:

- 70% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment – CCG 83% National 86%
- 65% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s) – CCG 70% National 74%

IP noted that the surgery could consider approaching the voluntary sector (including the Walworth Living Room) for support with addressing mental health needs - **ACTION**

RM will share the full breakdown of the survey with the minutes from today's meeting - **ACTION**

If anyone would like to see the results online, these are available here:

<https://gp-patient.co.uk/>

5. Any other business

WL noted that she would like to offer her support to the ESPG. She has a background in marketing and has the skillset to assist with potentially developing the group - **ACTION**

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

Friday 15th October 2021 at 1:30pm

Friday 21st January 2022 at 1:30pm

Friday 22nd April 2022 at 1:30pm

Actions:

Ref	Action	Lead	Due date	Status	Detail
16072021-1	Telephone appointments system	RM/CF	31/08/21	OPEN	Write up to explain to patients how telephone triage system works
16072021-2	Contact Walworth Living Room	RM	30/07/21	OPEN	Email to find out update on Living Room
16072021-3	Share Patient Survey results	RM	30/07/21	CLOSED	Full breakdown shared with meeting minutes
16072021-4	Contact WL	RM	30/07/21	OPEN	To discuss how WL could assist ESPG