



Chalkhill Family Practice

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Patient Participation Group Minutes of an On-line Meeting held on Tuesday 23rd July 2024 via Zoom @12.30pm

Present Patients: CS, JK, RK, MK

Apologies: Kathleen Fraser.

GP Partner: Dr Majida Hussain (MH), Dr Moin Kapadia (MK)

Business Manager: Ekram Ar-Rikaby (EA)

Matters Arising

Receipt of previous meeting minutes and Newsletter: Patients confirmed receipt.

Today's main agenda is to address patients' queries regarding guiding them towards using the digital pathway for their clinical and admin needs. It is beneficial to look at the background regarding the introduction of e-consultation service.

Lessons were learned from what is happening in Europe, US within the national health service. A digital pathway was in place in Europe and US from as early as 2010.

- In Denmark, GP telephone triage in out-of-hours care and doctor-patient emails are standard practice
- In US: secure GP-patient email communication and routine telephone/video consultations

In UK: telephone consulting is widespread but, prior to the COVID-19 pandemic, video consultations were very rare, and take up of e-consultations were low, but increasing.

The NHS Long Term Plan committed practices to offer e-consultations from April 2020. To reduce the contagion, the UK government instructed general practices to conduct all consultations remotely unless there was an urgent need beginning in April 2021.

According to statistics, there is a high patient satisfaction rate for GP surgeries due to the convenience and quality of care received. Use the link below for more details:

<https://academic.oup.com/fampra/article/39/1/168/6323555>

RK wanted to know if the patient satisfaction report was for Chalkhill Patients only?

EA: More information can be found from the GP Patient Survey, for our practice here: [Patient Experience \(gp-patient.co.uk\)](https://gp-patient.co.uk).

MH: Triage patients request before offering them a consultation with a clinician (Dr, Pharmacist, Physiotherapist, nurse, Health care assistant ...) helps with the efficiency of primary care work. For example, instead of seeing the doctor first, then referring the patient to a physiotherapist, the patient will be seen quicker if directed towards a physiotherapist appointment first.

MH: Complex patients (who have more than one chronic disease present) may need to be booked with a clinician who is a specialist with that chronic disease.

EA offered to speak to anyone offline who has further queries regarding this matter.

A request from CS to help with the e-consult for their medical need.

RK finds filling the online e-consult waste of time, and after a lengthy procedure, the system sometimes asks you to go to A&E OR CALL 111. Using e light, by asking reception staff to fill the form on behalf of the patient is another lengthy procedure of answering questions to the receptionist, when

the patient knows they need to see a doctor. He knows a practice which allows patients to book directly by phone, and they were awarded for that.

Next item: Negative comments:

The patient who addressed this comment was invited to join the group meeting to discuss this matter, but was unable to attend. The patient's comment says: 'You walk into hope and you return with nothing, you think you will receive positive answers to your obvious questions that taunt my life day to day and still I return with an oblivious mind, so what positive feedback can I give'

EA: Looked at this case and explains that not all medical concerns can be resolved by taking medicine. Therefore, the government commissioned the Social Prescriber and the Mental Health practitioner role where patients' concerns are more suitably addressed without medication treatment.

Further, Dr Kapadia explained that patients are not satisfied if their problems are dealt with by seeing someone from the central hub. The Hub is a service where which can offer quicker appointments to patients to help with the practice's workload. If needed, clinicians from the hub refer patients back to the practice when their problems need the patient's doctor intervention.

Another comment:

The nurse was helpful & understanding. However I would like to speak to a doctor as I have some questions.

The practice's reply to that is as explained by Dr MK. Patients can be triaged by all of the clinicians': Nurses, clinical pharmacist, mental health workers etc.

If the patient needs further intervention by the GP, then those clinicians will book them in with the doctor.

EK: Thank you to all who attended today and thank you for your participation. It is with your feedback and insights into the patient experience that we can continue to improve our services.