

# ANDOVER MEDICAL CENTRE

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## **PPG Meeting Monday 25<sup>th</sup> March 2013 @ 6pm**

This meeting was arranged to provide an annual review of the changes and progress within the Andover Medical Centre over the past financial year 2012-2013.

*Attendees: Marta Cabrera (MC) Practice Manager, Jana Berjakova (JB) Reception Supervisor and PPG members: A C, J H, WH, PG, JL, MS, DS, NR*

### **Key Points Discussed:**

- 1. MEETINGS HELD DURING THE PERIOD OF 1 April 2012- 31 March 2013** - Practice manager MC has provided an overview of these meetings.

#### *Andover Medical Centre PPG Meetings:*

16 January 2012  
18 June 2012  
24 September 2012  
25 March 2013

#### *Islington PAN Group – North Locality PPG Forum Meetings:*

27 June 2012  
27 September 2012  
13 December 2012  
28 March 2013

All minutes and notes from the above meetings have been published on our website [www.theandovermedicalcentre.co.uk](http://www.theandovermedicalcentre.co.uk).

### **2. MAJOR CHANGES IN:**

- **The team** – MC has discussed general development and changes within the team.
  - Clinical; Sadly one of the partners Dr Patel has resigned and is to be replaced by Dr Rue Roy from 1/4/2013. As a training practice two new GP registrars have joined us – Dr P. Byrne in August 2012 and Dr A. Lee in February 2013. This allows the practice to minimise the need for locum doctors improving continuity of patient care and increasing the number of doctors and appointment available to patients.
  - Admin staff; MC also mentioned that JB has been promoted to reception supervisor. The reception staff and the admin team are also receiving continuous training to maintain the standards.

- **The building** – MC has listed all the changes that have taken place in the surgery such as; new patient toilet and bathroom facilities that have been installed, new flooring in the nurse and HCA's consultation rooms. The roof has also been repaired and an automatic electric door has also been installed in the main entrance allowing easier access to disabled patients or patients with children. We can now proceed with the refurbishment of the main entrance.
- **Improving Access** – The telephone system was upgraded last year, increasing the number of the telephone lines. The appointment booking system was changed in August and the appointments are now being released daily for up to a week in advance as oppose to two days or seven days in advance only. We also offer on the day appointments for emergencies and telephone triage with a doctor. The patient clinical software system was upgraded from Emis PCS to Emis Web improving data entry, patient recall facilities and clinical data management. All the IT work station terminals have been upgraded and replaced thanks to funding from the Islington Primary Care Trust. New contract has been signed "Improved Access "and a pilot will be conducted for one year from April 2013.

### 3. IMPACT OF NEW CHANGES FROM 1<sup>st</sup> APRIL 2013

**Care Quality Commissioning (CQC) changes and regulations** – we are registered with CQC, and we have been working towards compliance with all the new regulations. A handout was provided to the attendees for reference.

**Clinical Commissioning Group (CCG)** – from 1<sup>st</sup> April 2013 the CCG will replace all the primary care trusts and strategic health authorities. The new clinical commissioning groups will be able to manage their own budgets and will be able to decide and monitor what services the local population needs. An updated handout has been given to the PPG attendees.

PPG participant JL asked about how the surgery is going to manage and prioritise the different medical conditions e.g. mental health is an area that JL could potentially be overlooked. MC mentioned that we will follow the programmes and strategies that the CCG group has developed in the past year, and mental health is in the agenda.

### 4. PATIENT SURVEY

This year the survey was conducted by University of Cambridge and Peninsula Medical School – see full report attached (Appendix 1). The results show that 89.1% (204) people reported that they are either very satisfied or fairly satisfied with the practice overall. (see Appendix 2).

The survey looked into some key areas such as; *Access, arriving for appointments, continuity of care, opening hours, seeing the doctor.*

**New Action Plan** – The meeting attendees have been provided with a spread sheet and were asked to provide a feedback later on. The patients stated that they have noticed a marked improvement in the surgery but would still welcome development in the following areas;

- Appointment system - Advance appointment booking facilities more than one week in advance, Booking facility such as online appointment booking system,
- Telephone access – getting through on the phone,
- Opening hours – extend the current opening hours
- Reduce the waiting times to see the doctor
- Improve reception customer service

**Miscellaneous:**

DS questioned how the government changes relating to the benefit and welfare system is going to impact the practice. MC and JB have commented that we have already noticed a high influx of patient coming to the surgery for advice and support regarding benefits this includes disability living allowance, housing issues, increased demand for reports , sickness notes. This is a potential drain on resources that we will have to manage by giving the proper advice and publishing the information the patients need.

MS has commented that the reception customer service has improved in the last year but she would welcome an improvement in confidentiality at the reception area.

- **111 Service** – is a new NHS telephone number being introduced for easier access to local health services. This service is available 24 hours a day, 7 days a week, 365 days a year. This information has been published in the reception area and the practice website.

Finally the Andover Medical Centre would like to thank all PPG members and staff for their attendance to the meetings, constructive feedback and support.

Next PPG Meeting is to be confirmed later.