



Freshney Green Primary Care Centre
Littlefield Surgery
Patient Participant Group
Tuesday 30th January 2024, 17:30

See separate attendance sheet.

MMJ welcome everyone to the meeting.
Staff present took it in turns to introduce themselves.

Patients introduced themselves to the group.

MMJ explained how our inhouse counselling service lead, Wendy, was due to attend this meeting but has had to cancel. Wendy will be attending the next meeting to present out counselling service.

Practice Updates

- We will be having some more Dutch students during us as part of their GP training.
- 2 GP registrars have started with the practice.
- Patient asked if the GP partners are still the same.
Yes, Dr Dukes, Dr Chauhan, Dr Zoon and Dr Collett.
- Dr Bjorndal is also a full time GP at the practice.
- The practice has the same practices nurses and healthcare assistants.
One nurse is currently on maternity leave.
HCA is currently completing her Training Nurse Associate role.
- We have a new receptionist who is currently training with the team.

Patient asked if the format of the practice is going to change now Covid is over.

MMJ explained how changing the appointment system to help with the pressures of Covid has helped the practice manage the workload better. The reception team have better control of the telephone calls, the wait on the phone isn't long at all. It enables the practice to share the workload out across the day.

Patient survey results put Littlefield as the 2nd best practice in the area. Overall, a very positive response.

Positive outcome from QOF, meeting all our targets to received maximum funding.

Patient praised the practice for always being able to get a GP appointment. They have never had trouble and always get a call back. Patients are very lucky to have this practice.

MMJ explained the reception team are trained in care navigation which helps give the patient the most appropriate appointment. They are trained to take the correct number of medical details prior to the appointment.



Patients shared positive experiences with the practice:

- Good to have a brief recording on the telephone and someone picks the phone up every time.
- You can see the care of the patient is the main priority.
- Practice is fantastic to react to problems.
- Proactive monitoring patients if they are well.

Patient expressed how they rarely visit the practice and doesn't get a recall for health checks?

MMJ explained that when you reach a certain age you will be recalled for certain vaccinations, risk measurement, PSA checks, smear test etc. If you have a chronic disease, you will be recall for a health, check every year but every patient has right to call in for a health check if they wish.

We run searches which can check for anyone who hasn't been seen for a certain period or is overdue monitoring.

We cannot recall all patients in for the large number of checks and vaccinations due to the number of patients, but we can target and advert as much as possible.

Example given: If a patient came in to see the nurse for a smear test, the nurse would check the patient record to see if anything else is due to be checked or reviewed so it is all completed in the one appointment.

Current practice patient number: 5500

Patients can call the practice any time with any concerns, and you will be seen.

Patient asked for well man clinics to be run. Agreed to take suggestion back to the GPs.

MMJ explained when a patient is being seen by trainee GP then the trainee will always refer to the GP to review. Littlefield is a training practice where our GP can carry out teaching sessions.

Patient asked about the integration within the PCN and with Pelham. MMJ it is easier to work alongside Woodfield as were in the same building. We share our PCN team with the 3 practices, hold weekly meetings to share feedback, experiences and issues.

We share the extended access clinics so each practices have a weekly late evening clinic and Saturday are on a rota. Saturdays are pre bookable and we tend to use this time to catch up with minor surgery to free up clinic time in the week.

Patient asked if we have a physiotherapist working for the practice.

MMJ explained how we did have a physiotherapist in the building, but they no longer work here. The PCN does have a First Contact Physiotherapist who is currently on maternity leave but will be returning in April to work across all 3 practices and establish her service.

We still offer the self-referral form for physiotherapist in the local area, where patients can contact and been added to the waiting list.

No further questions.



Freshney Pelham Care Ltd

Close

MMJ thanked all for attending.

The next PPG meeting will be held in August.

Details of the meeting will be sent round and advertised on all our platforms.