

PPG Mtg - Surgery Feedback - Thursday 19th July, 2018

1) Some Facts & Figures:

Practice List size as at 17th July was 18620 patients breakdown into the following age groups:

0-9 yrs	2083	10-19 yrs	2182	20-29 yrs	2006
30-39 yrs	2156	40-49 yrs	2414	50-59 yrs	2673
60-69 yrs	2077	70-79 yrs	1759	80 yrs +	1270

We currently have:

- 154 patients registered as Military Veterans or Family members of veterans
- 9681 Female patients and 8939 Male patients
- 336 patients are registered as either being a carer or having a carer
- 22% of our patients are registered for online access (Appts, Prescriptions, viewing information)

In the last 12 months we have :

- offered 15469 face to face consultations - of which 15301 were filled
- completed 737 Home visits
- completed 7284 Telephone consultations
- triaged 5084 Telephone calls (which may then have become face to face consultations)

2) Patient Group Registrations

There are currently 29 patients who have signed up to the patient group via the practice website link, or by way of our new patient registration forms. 14 Female and 15 Male. Age ranges from 17-74 - vast majority are White British but 1 Indian and 1 "other". 19 attend at Drayton, 1 at Wootton Street and the rest haven't stated which site they visit. Slowly creeping up.

3) New 24/7 Service

The PPCA (Portsmouth Primary Care Alliance) in association with the local Out of Hours Service are now providing an integrated service which gives access to a clinician 24/7 all year. It is now possible to access urgent /on the day appointments with a GP or a Nurse Practitioner every day up until 10pm - 365 days a year. We have added information to our website about this new service and notices have also been placed in reception areas in both sites.

The service which "went live" on 29th June is accessed via calling the usual surgery number up until 10pm and after that by calling 111.

4) Patient Information Screen in waiting area

Two members of the admin team have now had training on how to add information to the TV screen in the waiting area at Drayton and will be adding some local information to the screen in the very near future so please let us have anything you would like to be displayed regarding the Patient Group so that it can be included.

5) SAR - Subject Access Requests

We have started receiving a few requests from patients for access to their full medical record since the GDPR Regulations came into force on 25th May, 2018. In line with the rest of the Portsmouth practices we are using a specific request form which will protect both the patient and the practice as it will ensure that information is only given out to the patient (or their approved representative) once photographic evidence of identification is provided. The timescales for provision of the information have been reduced and we are no longer able to charge for staff time in producing paper copies, printing, etc. Therefore we are encouraging the use of the online service which has been enabled to allow access to full records. However, it is still a requirement that any information is checked and any third party references, or potentially harmful clinical information is redacted ("blacked out"). Therefore any request received has to be reviewed by the patient's usual GP prior to release. An example of the form which we use is appended to these notes for information.

6) Staffing Changes and general info

We have two very new reception staff who are currently in training - Kim and Anna. They will both work across both sites.

Dr Parmar is now back with us working 4 sessions a week and offering regular early AM appts on Weds and Thursday mornings from 07:30am

Our Nurse Practitioners - Rhiannon, Di, Louise and Philip have all recently been on courses and are now involved in Minor Surgery, Joint Injections and potentially the development of a Men's Health Clinic. Our Nurse team recently took part in the Pretty Muddy challenge in memory of Alison Edwards on a swelteringly hot day - and they did indeed get pretty muddy ! There is a collection in reception and the photographs on the wall in the waiting area if you would like to see how they got on. We will of course also put a notice up to advise how much they raised for Cancer Research as soon as the final amount is known.