

**Burnley Medical Practice Patient Participation Group  
Meeting 20<sup>th</sup> September 2017 at 5.30 pm.  
Willesden Centre for Health and Care.**

## **Revised Draft Minutes**

**Attending:**

**Practice :** Zeaul Karim (**ZK**) Practice Manager.

**Patients:** Peter Latham (**PL**) Chair of PPG.  
24 patients – details held in the practice.

**Chaired by PL.**

### **1. Introductions**

Introductions made by **PL**, Practice Manager **ZK** and the PPG group members.  
Patients were asked to register their attendance and thanked for attending.  
**ZK** explained that Senior Deputy Manager Faraz Ali (**FA**) would not be attending this meeting.

Apologies from the patients Mr Paul Brown and Maria Angeles Brown who were away overseas.

**2. Agenda.** Approved.

### **3. Minutes of Previous Meeting.**

The draft minutes of the previous meeting on on 17 May 2017 were distributed and approved by those present who had attended the previous meeting.

### **4. Report on Burnley Medical Practice Services.**

**ZK** discussed PPG guideline and encouraged PPG members to be regular attenders, to form a Steering Group and use National Association of Patient Participation website tools.

**ZK** in the absence of **FA** updated PPG members and new attendees about the current problem Burnley Medical Practice has from shortage of clinical and administration rooms. As discussed at the last meeting NHS funding for additional rooms had been approved but there had been little progress on making such rooms available at Willesden Centre for Health and Care (WCHC). **ZK** explained the reason behind that was that, either any re-designing or structural change to the building work will not be tendered by NHSE unless it's by the original Builders and Architects of the Willesden Centre for Health. We had a very positive meeting with the original Architects of WCHC; the building company who built the WCHC and who will be taking on the contract; Brent Clinical Commissioning Group; AT Medics LTD senior managers and NHS England Property Service. Agreements and a plan have been made at this meeting as to where the surgery will relocate, when, and with how many rooms. The Plan is to move the practice to the ground floor of Willesden Centre where currently the dementia club is held. The new premises are to be designed for 12,000 patients. The new design consists of 8 clinical rooms (including 2 minor surgery rooms); one meeting room; waiting room area for patients; 4 reception points and 10 administration workstations for back office. The work is planned to start around January 2018 and the relocation move should be in April 2018.

**ZK** explained how Burnley practice plans to utilise these new rooms and improve access with inclusion of Physician Associates, more trainee GPs, Nurse and HCA clinics.

## **5. Patient Concerns over deterioration in practice delay before GP appointments.**

The patient Ms Ranjan Amin raised concern as to deterioration and delay in GP appointments. She said she had to wait 6 weeks for the first offered GP appointment in the practice and so went to a privately paid doctor to deal with her condition. **PL** said that on 2 August 2017 a male practice telephone receptionist offered him a first available GP appointment on 19 August – a delay of 17 days. The receptionist did not enquire as to the urgency, did not offer an earlier 'hub' appointment, nor a telephone or nurse consultation. So he went to a private paid doctor to deal with his condition. When at the practice on 8 August 2017 the receptionist Sharon Powell said that the first available routine GP appointments then were for 4 September 2017 – a delay of 27 days.

**PL** read the e.mail letter from the patient Mr Paul Brown who was unable to attend the meeting.

**ZK** said that the shortage was mainly due to doctors on annual leave and Locum doctor cover was not having the same effect as having regular doctors like Dr 'Babs' Noursadeghi and Dr Miles Christie. A new GP has been included to the team, Dr Azeem Nizammuddin, doing one session a week as a salaried GP and there are plans to include another GP working two regular sessions. PPG were also informed about Dr Frederick Hamilton the new GP Registrar, and also the new prescribing Pharmacist Ms Hanan Hadi doing telephone and face to face clinics. **ZK** also informed the PPG that Nurse Sarah Obasi has agreed she will increase her clinics from 2 days to 3 days a week but only short term from November 2018.

## **6. Practice experience with Brent Referrals Optimisation Service (BROS)**

In the absence of Deputy Senior Manager **ZK** was unable to deal fully with this issue which was adjourned to the next meeting.

**PL**. This Optimisation Service has a panel of GPs who triage our doctors' referrals before they go to secondary care. The Optimisation Service has been put in place by Brent CCG to reduce inappropriate referrals, streamline referrals to the appropriate services, and cut costs even after the costs of this service provided by Bexley Healthcare Ltd. The BROS service can return a referral, or ask the referring GP to carry out further investigation or improve the referral letter. It is claimed that the GP has the final word on the referral.

The patient Councillor Ms Lesley Jones, former Mayor of Brent, said that she had been told by her practice GP that she was being referred to pain clinic; for physiotherapy; and for podiatry. She had heard nothing more about these referrals in over a year.

The patient Mr Jacques Eza said that on 28 May 2017 he had been referred by practice GP Dr Miles Christie for a hearing aid. On having heard nothing on 4<sup>th</sup> July his wife checked with Dr Christie on who said he would look into it. On 9<sup>th</sup> August at diabetic foot clinic still having heard nothing Mr Eza queried the delay with the nurse and was told it could take up to 16 weeks and was given a phone number to call. She said she would investigate. He rang this number 4 times but the call was not answered. Eventually he was given an appointment on 31 August at Northwick Hospital for his hearing aid, and has been told he should have it on 1<sup>st</sup> December 2017.

**ZK** said he would investigate and run an audit on how many referrals are rejected or sent back for amendments. PPG members were told about the BROS enquiry line where a patient can call and find out about the appointments and the waiting time.

**PL** said he is Vice Chair of the voluntary organisation Brent Patient Voice that has been monitoring the effectiveness of BROS. Patients are asked to provide more details about their individual case or concern and **PL** will raise these concerns.

## **7. PPG membership of the National Association of Patient Participation (NAPP).**

**PL.** Some members of the PPG last year put up the fees to join NAPP. The renewal fee is now due.

**ZK.** The practice has now renewed membership. Information about using the NAPP website is at the bottom of the Chairmen's Annual Report provided at this meeting.

## **8. Practice Web-Site Improvements.**

**PL** pressed the fact that staff photographs are not fully up-to date, and some details for reception staff are needed.

## **9. Annual General Meeting of PPG**

**PL** Circulated his annual Chairman's report at the meeting.

## **10. Election or Appointment of PPG Officers.**

**PL** recommended the election of a new PPG chair as it good practice to change chair every so often. No-one volunteered to stand for this election. PPG members mentioned **PL** has been an excellent chair and has been doing so well in running the PPG.

PPG group members mentioned the patient Mr Paul Brown may be a suitable candidate who has long experience with the PPG. This could not be pursued at the meeting as he was not present today. **PL** said that he was willing to continue on an interim basis whilst a suitable candidate is sought.

## **11. Any Other Business**

**PL** and **ZK** explained and discussed with PPG the availability and the usage of the HUB supplementary GP appointments service. The HUB is a referral service where only the GP surgery can book and is not a walk in centre. It is run by Innovision within the Burnley Medical Practice between 6.30pm and 8pm on weekdays and Saturday and Sunday between 9am to 5pm. The patient will see a GP who can deal with acute matters and prescribe but cannot do referrals, sick-notes or medical letters. The patient will see a locum GP in the HUB but Burnley Medical Practice staff may not know which GP is working.

PPG members stressed the fact that patients are not being offered the HUB clinic.

**ZK** said that he would train new reception staff regarding offering HUB appointments and how to triage patients for the HUB.

Councillor Lesley Jones said that she was disappointed that after she had been referred for a scan investigation for osteoporosis by Dr Noursadeghi she was not offered a GP appointment for explanation of the scan. She suggested inviting the patient for a follow up appointment to explain the diagnosis as it merited offering ways to manage it etc. It would be good practice for all patients getting a worrying diagnosis. There will be other patients getting worrying news who would need more than just a message.

## **12. Date of Next Meeting**

**Agreed for Wednesday 6<sup>th</sup> December 2017 at 5.30 pm.**

Peter Latham, Chairman

**21 October 2017**