



Patient Participation Group Meeting Minutes

Date: Thursday 25/05/2023; 14:00 Conference Room - MS Teams

1. Welcome and introductions

2. White Lodge – Service Access Update

Urgent on the day, Routine 1 week in advance, Patches (2 days). Chronic disease reviews, phlebotomy, nurses, HCA

Advanced Nurse Practitioners

When you ask for an urgent/emergency appointment with a new medical problem, you may be assessed by Advanced Nurse Practitioner (ANP). It means a nurse with Level 7 MSc qualifications in clinical assessment. This includes:

- history taking
- physical examination and
- independent prescribing

so they can safely work in a first-contact role to manage patients who present with a range of symptoms not previously assessed by another appropriate Health Care Professional. To deliver safe and optimal care, our ANPs always work alongside Duty Doctor (GP)

ANPs **can**:

- prescribe any medicine for any condition within their competence (including some controlled medicines) provided they have completed an Independent Prescribing qualification
- see patients with undiagnosed, undifferentiated medical conditions and make treatment decisions, including ordering necessary investigations
- refer patients to secondary care, although this can vary depending on local arrangements and protocols
- undertake appropriate home visits
- sign fit notes.

3. Other Services in the Practice

Enfield Community Gynaecology Service – hosting admin team and clinics in T2

Echo Sexual Health Clinic – starting soon

First Contact Practitioners – Physiotherapists – Friday mornings

Community Midwives – until 27/06/2023

4. Service Update – April 2023 snapshot:

- 6474 calls
- 5633 answered – 87%
- 4m 9s – average queue time answered
- 3489 answered within 5 minutes - 59%
- We offered 2888 doctor appointments + 72 ANP appointments
- And 599 nurses & HCA appointments

5. White Lodge – staff updates

- Dr Mazhar and Dr Gopalakrishnan are leaving in June
- Dr Ratnarajah, and Dr Harrington are joining in June/July
- Julia Chapman ANP – joining in July.
- Rotation of trainees changes in August. We have a new one Dr Ishtiaq – she is working on Wed, Thu and Fri.
- New receptionists: Holly and Naddy

6. How can we get more appointments - discussion

1364 DNA in the last 12 months

Patients presenting with the same symptoms several times in a short period of time

Patients are presenting with trivial infections early.

Patients booking appointments inappropriately: MED3 request, Medical Report Request, Referral

Patients requesting medication too early or too late

7. Zero tolerance policy – update

8. AOB