

White Lodge Medical Practice

Patient Participation Group Meeting Minutes

Date: Wednesday 8th September 2021 14:00; MS Teams

1. Welcome and introductions - we have some new members - welcome to the Patient Participation Group. Joining us today from White Lodge is Maciej - Practice Manager and Natalie - Practice Team Manager

2. Covid-19 vaccination update

The number of cases increased to 713= 0.8% more than a week ago (206.5/100K). Deaths – 5. Hospitalisations increased by 6.7%

White Lodge vaccinated 7411 patients with 1st dose (77.4%) and 6929 patients with 2nd dose (72.4%). **Data from 04/09/2021*

3. White Lodge – service updates

We are conscious that there is terrible press circulating about GP. Given what we went through during the pandemic at White Lodge, we feel disappointed that our hard work went without recognition. To dislodge some of the myths out there, I want to share some facts with you.

Throughout the pandemic, WL had not closed the door for a single day. We adjusted our safety protocols and introduced all necessary measures, but retaining access to the practice was our objective from day one. Only in 2021, WLMP fielded 28769 clinician appointments. On top of that, our nurses and HCAs offered 3107 appointments. As of mid-April majority of these appointments are face to face. NHS asked us to continue offering telephone and online appointments, which take less than 30% of all appointments on offer. We have restored the majority of the pre-pandemic services except for the objective tests for Asthma which are considered high-risk AGPs, Travel vaccination and Minor surgery - which are not considered a priority by NHS.

Telephone access - always a hot subject - in 2021, we received 54885 calls - 79% answered (9% increase). Following your recommendation, we changed the music in the prompt.

4. White Lodge – staff updates. We currently have two registrars in our team Dr Kishan Gopalakrishnan and Dr Zahra Small. Also joining us for the rotation are foundation doctors Dr Natalie Fairhurst and Dr Maximilian Dewhurst. I explained that we are now working in the wider Primary Care Network on one of the previous meetings, and staff employed by PCN such as Clinical Pharmacists or social prescribers may be contacting patients of WL for medication or chronic disease reviews. The pharmacist attached to our practice is Anjalee Kapadia, but any team member may contact you.

Natalie outlined the efforts of the reception team to ease access for patients and reduce the waiting time on the phone.

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5. Chase Side Primary Care Centre – relocation date and process. Despite the challenges with the supply chain. We are aiming to move at the end of November. I encourage you to view the relocations newsletters on our website, and we usually publish them after the 20th of each month.
6. Q&A
7. AOB