

306 Medical Centre
Minutes of PPG Meeting held on Thu 9 June 2022

Present: **Staff:** Mo Dawood (MD-PM), Patricia Giddarie (PG), Dr M Chawdhery (MC-GP),
Patients: Kwame Ocloo (KO, Tina Thorpe (TT), Richard Harwood (RH), Khurshid Qureshi (KQ), Sandra Floy (SF)

Apologies: **Patients:** Richard Cooke (RC), Kareen Isaacs (KI), Phillip Lipsidge (PL), Kathleen Lipsidge (KL), , Alan Robertson (AR)

	Agenda Item	Timings
1	Meet & Greet	12.15 - 12.30
2	Welcome & Introductions	12.30 – 12.35
3	<p>Minutes of the last meeting and any matters arising</p> <p>The minutes of the last meeting were agreed to be uploaded on the website.</p> <p>Matters arising</p> <p>NHS 111 – TT expressed concerns about NHS 111 as she felt it does not give appropriate options as she was asked to proceed A&E. This was discussed and it was explained that they follow an algorithm and advice accordingly.</p> <p>KO asked if there was any way to improve the service, MD suggested that to take it up directly with them and as TT was attending Healthwatch meetings she could raise it with them.</p>	12.35 - 12.45
	<p>Open Session - Topic: Appointments & DNA</p> <p>MD shared an article, NHS: Calls to fine patients who <u>miss</u> GP visits (appended below) published on 29 May 2022 and was widely discussed in the media and news at the time. In summary the article stated:</p> <ul style="list-style-type: none"> • Millions of wasted GP appointments have sparked calls for patients to be fined if they fail to show up. • Almost four-and-a-half million consultation slots have been recorded as “did not attends” this year, costing the cash-strapped NHS about £175million – more than £1.4million a day. • In all, there have been 37,379 missed appointments a day, shocking NHS data has revealed. The scandal comes as sick and frustrated patients complain at being unable to secure appointments, with waits of several weeks common for a non-urgent GP visit. • Fines were something that should be considered. <p>In the news on the day was the A&E wait times at the hospital in Harlow where the nurse informed those waiting that the wait time was 7-8hrs and quite likely some would wait for 13 hours and this was again attributed by many to GP appointment availability.</p> <p>It was felt that the issues were quite complex and challenging. Often lack of GP appointments blamed for the pressures in hospital A&E but this would suggest that patients also had to take some responsibility.</p>	12.45 – 12.50

Hospital appointment reminders stating the cost if the appointment was missed was discussed and the motivations for this. In general it was felt that this was intended to highlight the cost and make people aware of the real cost of a missed appointment to overcome the perceptions that when something is free to us, there is a cost to provide it.

A&E attendances may be due to this being the only option for long waiting times for secondary care appointments so quite likely the GPs would have assessed the patients and there was nothing further that they could do and as the hospital appointments was taking so long patients may have not had a choice to attend A&E to seek emergency help.

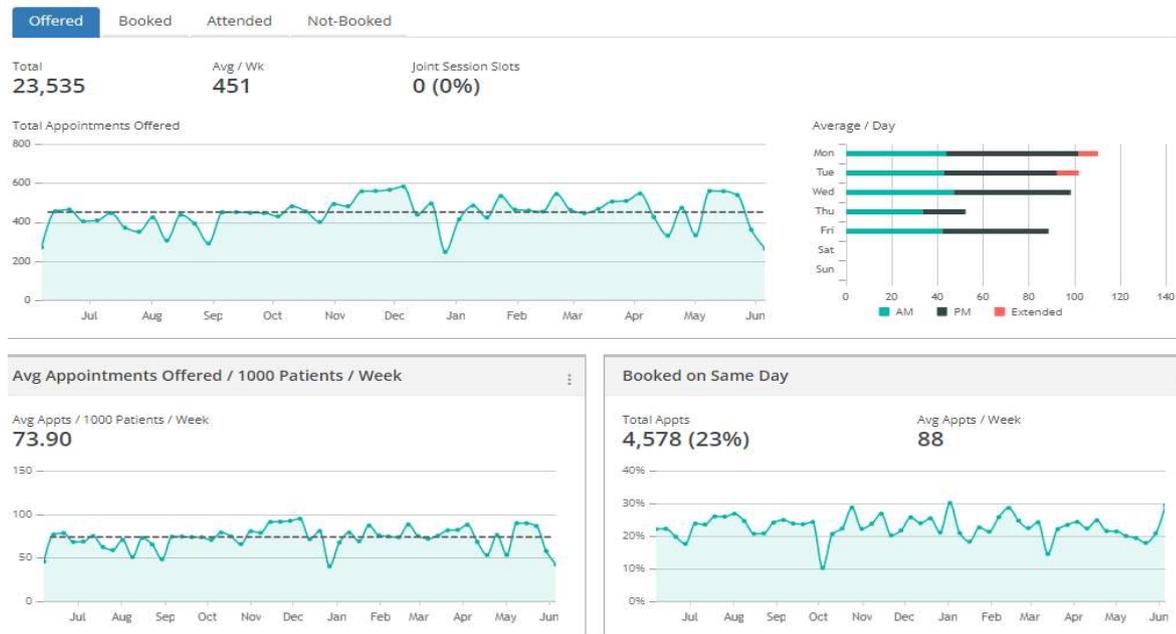
GPs provide appointments in the surgery during core and extended times and also via the hub in the locality at weekends.

Appointments Capacity

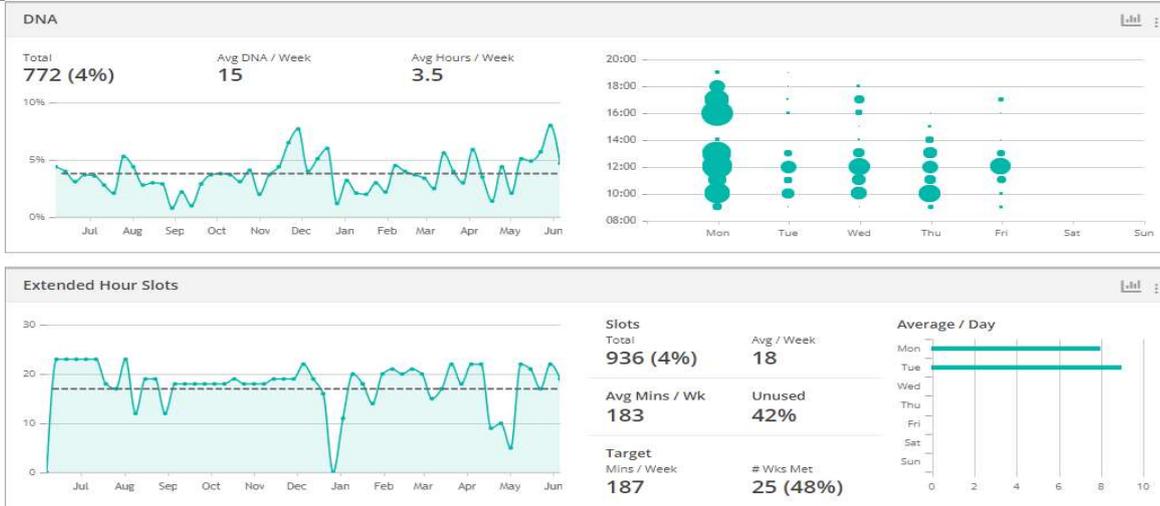
The data showed that we were providing 75% telephone/video appointments and 25% face to face appointments. We will be gradually adjusting this to provide more face to face appointments whilst we try and figure out the practicalities and logistics.

A discussion took place about local capacity and wait times and it was agreed that we compared quite favourably locally where some practices had 6 week wait times, Out data showed an average 7 days wait times in the last year. MD advised that we had enhanced capacity in January 2022 so this may not clearly reflect in the data.

Total Appointments provided:



Did Not Attend (DNA)



Online Access

Patient online management information (POMI)

Online services by practice

1) Select reporting period (required) 2) Search for your GP practice (scroll or type below box to search)

30 April 2022 THE THREE ZERO SIX MEDICAL CENTRE (G85091) Your practice's clinical system is supplied by: EMIS

Which online services are offered by my practice?

Appointment booking/cancellation:
Yes

Repeat prescription ordering:
Yes

View detailed coded record:
Yes

What percentage of patients are enabled to use these services at my practice?

Appointment booking/cancellation:

64.27

Repeat prescription ordering:

64.16

View detailed coded record:

6.03

At least one service:

64.39

Black lines represent overall England figures

How many times were the services used this month?

Generally it was felt that we were performing well and staff at reception was friendly and helpful.

Our systems were generally working and we were always striving to meet patient expectations and to ensure that patients had a good experience.

Some general examples and challenges discussed. Some examples of the challenges and expectations discussed:

	<ul style="list-style-type: none"> • Patient contacted at the time of appointments, said was in the park and expected the doctor to call them later when more convenient. The doctor politely declined as they had other booked appointments and explained to the patient that they had called at a time booked. • Patient failed to attend an appointment and was sent an sms to that effect but then sent us several emails suggesting this was an error and should be removed. We addressed all the concerns politely but we then received a negative google review which was factually incorrect and seemed defamatory. When we raised this with the patient she added to the review and we had to eventually ask the patient to register elsewhere as the relationship was untenable and there was no mutual trust. In principal we do not reply to google reviews and have a statement on their site stating that we have a process in the practice and we would be happy to address any specific concerns emailed to us, where we can verify the patients and the facts. 	
5	<p>AOB</p> <p>E-consults: TT felt that this was not user friendly as there was many boxes that required filling, some she felt may not be appropriate. MD explained that this is a generic template which has been designed to ensure appropriate advise is given and each question helps streamline the response.</p> <p>MD advised that some practice require all patients to complete an e-consult if they need an on the day appointment or for any admin queries. However we provide a choice to our patients to make access easier. Patients can use e-consults, email or contact us page on our website. However this means that sometimes we are inundated but we have processes in place to prioritise and respond to these efficiently</p>	12.50 – 13.15
	<p>Date of next meeting agreed: 8 Sept 2022 at 12.30pm The meeting was brought to a close at 1.40pm</p>	

Proposed dates for future practice PPG Meetings

Thu @12.30pm: 8 Sep, 8 Dec

Article: NHS: Calls to fine patients who miss GP visits

MILLIONS of wasted GP appointments have sparked calls for patients to be fined if they fail to show up.

By [GILES SHELDRIK](#)

22:01, Sun, May 29, 2022 | UPDATED: 22:47, Sun, May 29, 2022



According to NHS data, there have been 37,379 missed appointments a day (Image: Getty)

Almost four-and-a-half million consultation slots have been recorded as “did not attends” this year, costing the cash-strapped NHS about £175million – more than £1.4million a day.

In all, there have been 37,379 missed appointments a day, shocking NHS data has revealed. The scandal comes as sick and frustrated patients complain at being unable to secure appointments, with waits of several weeks common for a non-urgent GP visit.

Dr Sarah Jarvis, a GP and clinical director, said such cases were “incredibly frustrating” when family doctors are under intense pressure.

She said: “GP appointments are very precious because there aren’t enough of us.”

“If people choose to make an appointment and then not turn up, that’s an appointment that could have gone to somebody else.”

Dr Jarvis said she supported in principle the idea of fining patients a small amount – such as £5 or £10 – for wasting doctors’ time.

She said: “I’ve always been vehemently against the idea of fining people for using the NHS, but I think that’s very different to fining people for abusing the NHS.”

“If you have an appointment and you suddenly find at short notice that you can’t make it, everybody has mobile phones. How difficult would it be to send a message or drop the practice a note online?”

“The problem we’ve got is the practicalities. Who’s going to collect the fine? You can’t expect receptionists to do it.”

Professor Karol Sikora, a Daily Express columnist and former director of the World Health Organisation cancer programme, said: "How do we solve the problem?"

"Fines for those who fail to attend appointments without fair notice could be considered. We have to try something."

"Failing to attend a GP appointment without a timely cancellation is selfish and a waste of everybody's time."

"Millions of people are desperate to see a doctor. By taking up valuable resources you are denying somebody else the opportunity which could potentially save their life."

"It's appalling, rude and arrogant behaviour which should be strongly discouraged. If you can't make the appointment, that's fine – let the surgery know."

Dennis Reed, director of over-60s campaign group Silver Voices, suggested it would be more effective to make clear to patients that repeated no-shows will have consequences.

He said: "I have no sympathy at all, given the scarcity of resources at the moment that GPs have to work with, for people who make appointments and don't turn up without a reasonable excuse."

"I'm not sure that fining people is the best way forward."

"Some might just accept a fine and continue doing it."

"If this was a persistent problem with a particular patient, I think they should be called into the surgery to explain why this is happening and to justify why they should remain on the register of that practice."

Professor Martin Marshall, chair of the Royal College of GPs, said: "It might not seem like a big deal to miss a 10-minute appointment, but the unintended consequences are that other patients are being kept waiting."

Some 1,075,661 appointments were skipped in January, 1,076,215 in February, 1,288,983 in March and 1,044,698 in April, figures revealed.

This followed a grim period during the height of Covid when many surgeries shut completely and access was denied.

In most cases, patients did not bother to contact surgeries, so appointments could be redeployed. Each appointment costs around £39. The money lost could pay the salaries of more than 2,000 full-time GPs, 8,000 community nurses, or fund 200,000 cataract operations and 50,000 hip replacements.

The number of no-shows is particularly concerning as tens of thousands of patients with suspected cancer symptoms have been unable to get themselves checked by a doctor during the pandemic, sparking a national diagnosis and treatment emergency.

Patients are also struggling to secure routine slots because of the deepening GP staffing emergency. Doctors are said to be complaining of daily problems, including a lack of resources and reliable IT systems.

The stresses of not being properly equipped to help the sick and vulnerable has seen many suffer with their own mental health issues, and an alarming number of newly-qualified doctors are quitting the profession as a result.

The statistics come a fortnight after the Daily Express laid bare the deepening crisis in primary care, with thousands of stressed GPs saying patients are being failed because “unsustainable” workloads have left them at a breaking point.



Professor Martin Marshall, Chair of the Royal College of GPs (Image: Getty)

General practice is under immense pressure. We’re seeing increasing numbers of patients, and the care we’re delivering is increasingly complex as more people live with multiple health conditions.

At the same time, the number of qualified doctors is falling, despite the Government’s manifesto promise of 6,000 more GPs by 2024.

It’s a perfect storm that is having an impact on patients as well as taking a dangerous toll on GPs and their teams.

We’re working hard, however, and figures out this week show that more than 45 per cent of patients were seen on the day they made their appointment – that’s around 11 million out of 24 million, a remarkable achievement.

The figures also revealed there were just over 1 million “did not attends” – missed appointments – a terrible waste.

Our plea is for patients who no longer need their appointments to let the surgery know as soon as they can so that consultations can be offered to other patients.

Ultimately, the bigger issue affecting patients’ ability to access GP care is the workload that doctors and their teams are under.

We urgently need the Government to make good on its pledge of 6,000 more GPs and 26,000 more practice team members by 2024, so patients can access services they need.