

**306 Medical Centre**  
**Minutes of PPG Meeting held on Thu 8 Dec 2022**

**Present:**       **Staff:** Mo Dawood (MD-PM), Patricia Giddarie (PG), Dr M Chawdhery (MC-GP),  
**Patients:** Kwame Ocloo (KO, Tina Thorpe (TT), Khurshid Qureshi (KQ), Phillip Lipsidge (PL), Kathleen Lipsidge (KL), Alan Robertson (AR) & Virtually Richard Harwood (RH),

**Apologies:**     **Patients:** Richard Cooke (RC), Kareen Isaacs (KI), Sandra Floy (SF)

	Agenda Item	Timings												
1	<b>Meet &amp; Greet</b>	12.15 - 12.30												
2	<b>Welcome &amp; Introductions</b>  Festive music, light lunch and mince pies arranged	12.30 – 12.35												
3	<b>Minutes of the last meeting and any matters arising</b> The minutes of the last meeting were agreed with minor corrections, to be uploaded on the website.  <b>Matters arising</b> Nil	12.35 - 12.45												
	<p><b>Open Session</b></p> <p><b>Appointments data – Details shown in Appendix 1</b></p> <div data-bbox="159 1220 1260 1758" style="border: 1px solid #ccc; padding: 5px;"> <p>Practice  THE THREE ZERO SIX MEDICAL CENTRE (G85091)</p> <p style="text-align: center;"><b>THE THREE ZERO SIX MEDICAL CENTRE (G85091) - Last 8 weeks (September 19, 2022 - November 13, 2022)</b></p> <p><b>Total appointments by year- Numbers in blue show appointments per thousand registered patients</b></p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>2019</th> <th>2020</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>15,757</td> <td>15,072</td> <td>18,304</td> <td>19,574</td> </tr> <tr> <td>2,460</td> <td>2,353</td> <td>2,857</td> <td>3,056</td> </tr> </tbody> </table> </div> <p>The data with Appendix A was discussed and showed that we were gradually enhancing capacity. However generally demand was unprecedented. It was felt that general practice was one aspect of the NHS that was functional. Personal examples were shared and concerns expressed about hospital appointments and expected strikes.</p>	2019	2020	2021	2022	15,757	15,072	18,304	19,574	2,460	2,353	2,857	3,056	12.45 – 12.50
2019	2020	2021	2022											
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In response to a question on how many appointments were booked online and how many in reception, MD explained that he did not have the data but confirmed that we offer about 85% of our appointments online with some staggered for release at 7, 5, 3 and 2 days.

Since Sept 2022, we no longer have a triage requirement for GP face to face appointment where patients call reception to book these. A choice is usually offered to those who call. However online appointments are all telephone video triage for practical reasons. However we can convert these to face to face if the patient contacts us to facilitate this.

Appointments capacity was planned in line with our weighted list size which is the list size that the practice is funded by. For the practice 306 is funded at 85% of the list size.

KO asked if we made a provision for patients where their telephone slot time was not met. MD explained that we usually advise patients to keep their phones with them before or a little after. We will usually try to call them twice then send an sms to re-book. However if they call again during the same surgery we will advise them that we will pass the message to the clinician, who will try and call if time allows but if the call does not arrive to re-book as per sms sent earlier.

KO also asked that where patient demands are unreasonable, we should politely explain to them that this is unrealistic to manage expectations. MD said we live in challenging times and have to take a pragmatic approach when communicating with patients, as some patients can be sensitive and can take offence easily and it then takes up precious time to pacify in such situations with little value. Also it was explained that patients sometimes forget that GPs have families too and need to go home at a reasonable time to provide a sustainable and safe service. They work long days which include other admin such as prescriptions, lab test results, clinic letters and other tasks etc.

**NHS App** – TT raised some points for reflection on how the appointments appeared on the NHS app, which she felt may be confusing to some. MD explained the challenges with apps but agreed to look into points raised to find way to make the appointments on the app clearer, where practicable.

**Social Prescriber** – We have been asked to not send any social prescriber referrals as the service is inundated, and this measure is for 1 month so they can catch-up and recruit and train new joiners to their team.

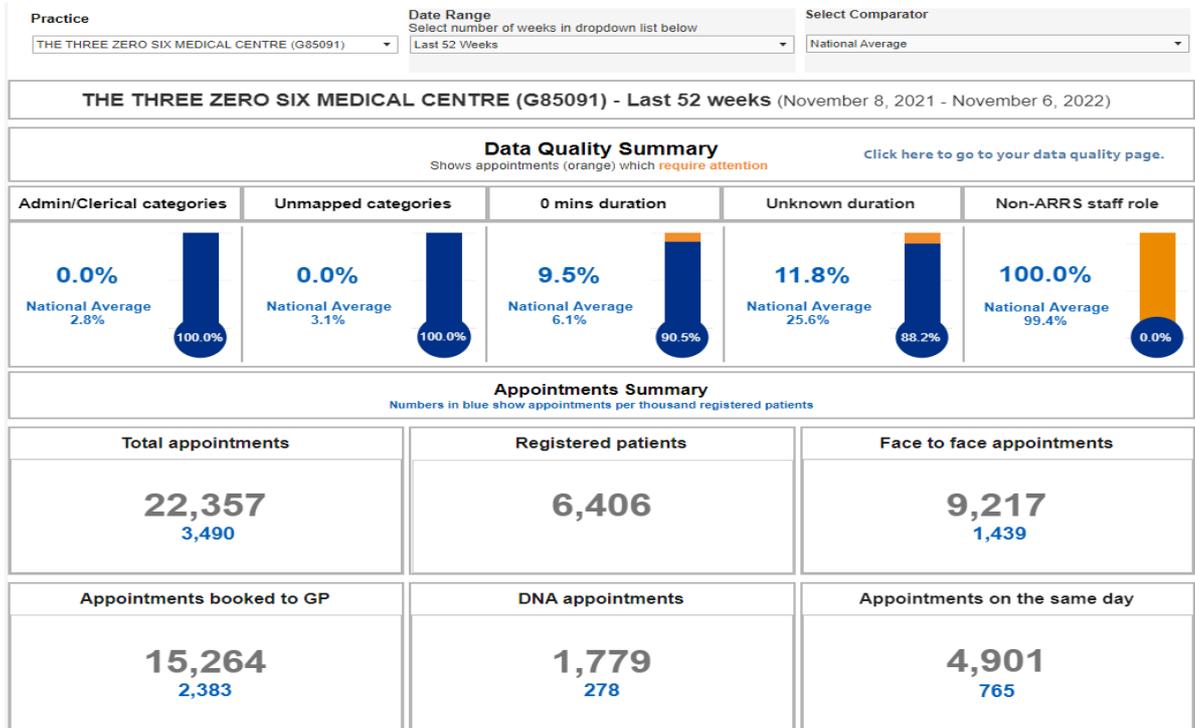
**Musculoskeletal (MSK) Services and First Contact physiotherapy (FCP)** – Concerns were raised that referrals to orthopaedics have to be made through MSK service and this adds to the wait times and the service does not seem efficient. MD explained that FCP role has been created to relieve practices of their workload but patients often feel it's an extra layer that delays them to get timely and appropriate treatment. For the practice this sometimes generates extra admin. It was felt that the outcomes of these new services would have to be reviewed in light of benefits to patients and value.

	<p><b>Strep A Outbreak</b> – MD explained in response to a question that we were experiencing unprecedented pressures on the service due to demands for appointments from concerned parents. The media it was felt adds to peoples anxieties. Whilst Strep A is not unusual at this time of the year, the scarlet fever outbreak has created a frenzy of demand.</p> <p>To manage the situation the practice had helpful resources for parents with a helpful video on what to look out for.</p>	
5	<p><b>AOB</b></p> <p>This was kept festive and light. Festive music and virtual mince pies and opportunity to talk.</p>	12.50 – 13.15
	<p><b>Date of next meeting agreed: 9 Mar 2023 at 12.30pm</b></p> <p>The meeting was brought to a close at 1.50pm</p>	

**Proposed dates for future practice PPG Meetings 2023**

**Thu @12.30pm: 9 Mar, 8 Jun, 14 Sep, 14 Dec**

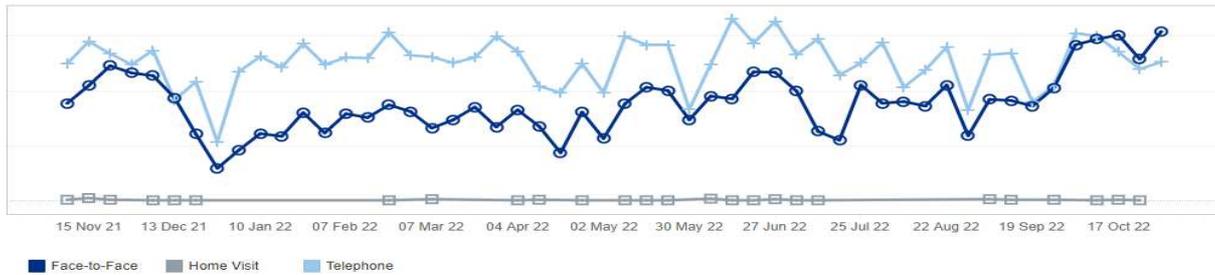
## Appendix 1: Appointments Dashboard Nov 2022



**THE THREE ZERO SIX MEDICAL CENTRE (G85091) - Last 52 weeks** (November 8, 2021 - November 6, 2022)

**Appointments broken down by Appointment Mode**

	Face-to-Face	Home Visit	Telephone
<b>Select Number / Percent</b>	<b>9,217</b>	<b>45</b>	<b>13,095</b>
Percent of Total	41%	0%	59%
Select Comparator			
PCN Average	46%	0%	54%



**Total appointments compared to previous period**

Face-to-Face Last 52 weeks, Current Year	9,217
Last 52 weeks, Previous 1 Year	6,382

**GP Appointments Data Dashboard**

Users can only see information from their own practice | Restricted information - Not for publication | [Click here for more information](#)  
 Alert: Practice Name column removed from Download Your Data.

Appointment data up to **11/6/2022**

**Currently Selected:** Appointment Mode  
 Select the Measure filter below to change the appointment information displayed in the dashboard.

Measure: Appointment Mode | Practice: THE THREE ZERO SIX MEDICAL CENTRE (G85091) | Date Range: Last 52 Weeks

**THE THREE ZERO SIX MEDICAL CENTRE (G85091) - Last 52 weeks** (November 8, 2021 - November 6, 2022)

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Select Comparator	National Average		
	65%	1%	31%

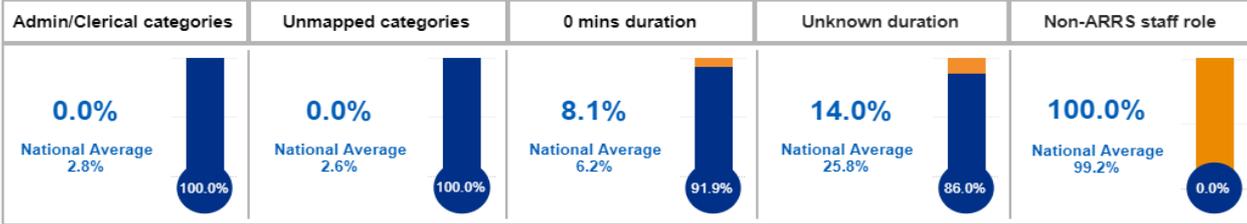


**THE THREE ZERO SIX MEDICAL CENTRE (G85091) - Last 8 weeks** (September 12, 2022 - November 6, 2022)

**Data Quality Summary**

Shows appointments (orange) which require attention

[Click here to go to your data quality page.](#)



**Appointments Summary**

Numbers in blue show appointments per thousand registered patients

<b>Total appointments</b>	<b>Registered patients</b>	<b>Face to face appointments</b>
4,028 629	6,406	2,000 312
<b>Appointments booked to GP</b>	<b>DNA appointments</b>	<b>Appointments on the same day</b>
2,437 380	368 57	749 117

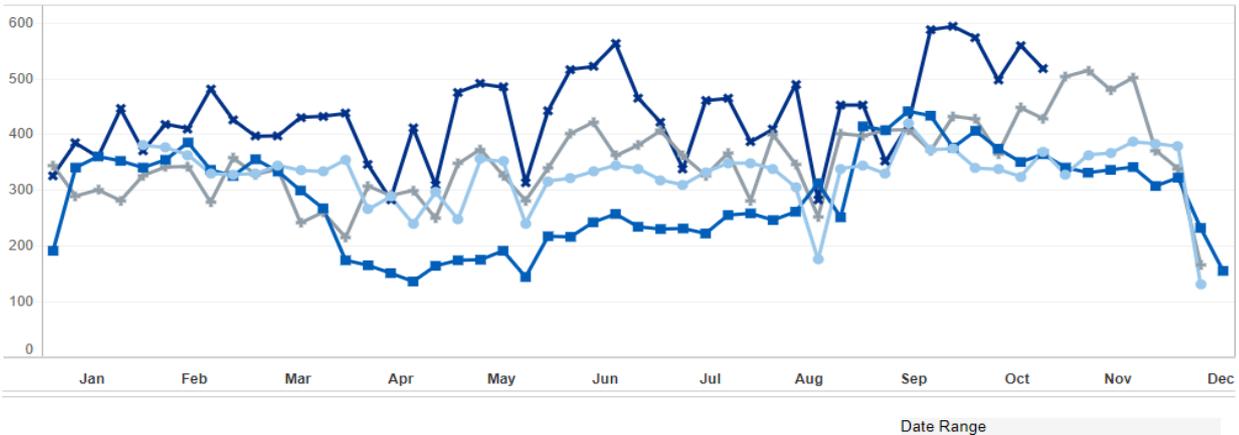
Practice

THE THREE ZERO SIX MEDICAL CENTRE (G85091) ▾

**THE THREE ZERO SIX MEDICAL CENTRE (G85091) - Last 8 weeks** (September 19, 2022 - November 13, 2022)

**Total appointments by year** - Numbers in blue show appointments per thousand registered patients

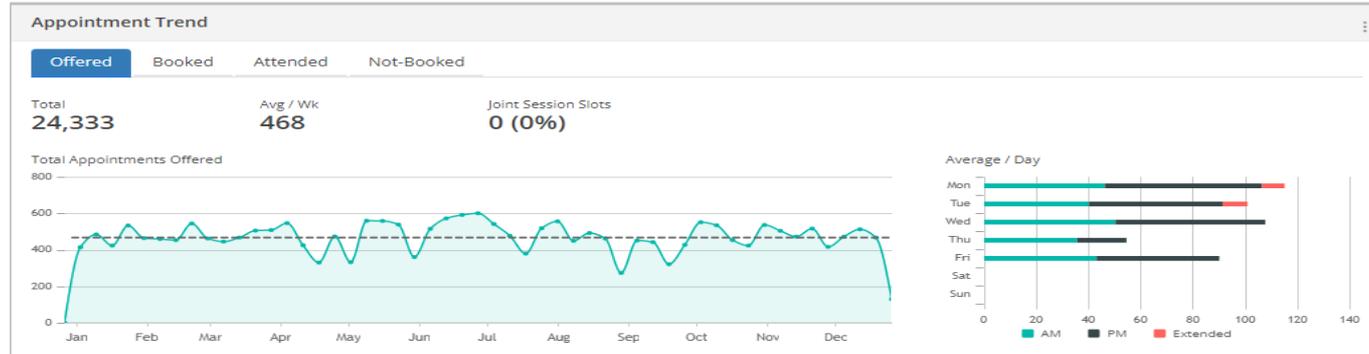
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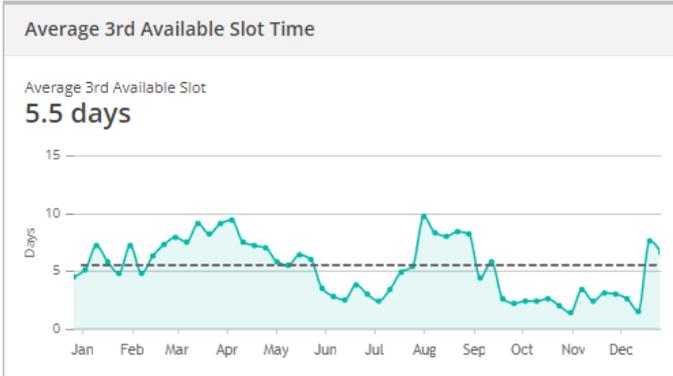
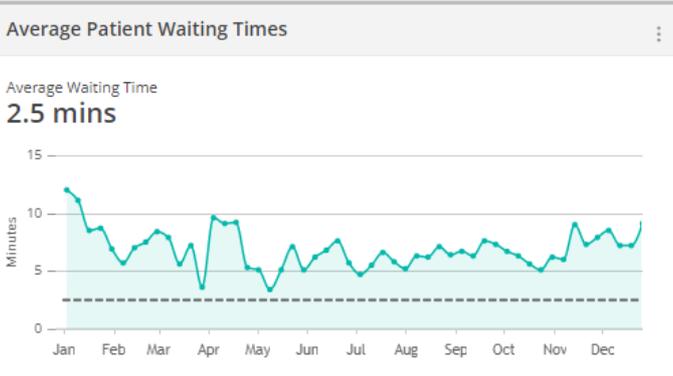
## Appointment Activity

Period: Custom to 01-Jan-2022 to 30-Dec-2022 Service: All Activity

<b>Offered</b> <b>24,333</b> <small>Offered slots</small>	<b>Booked</b> <b>20,422 (84%)</b> <small>Booked slots (% of offered)</small>	<b>Attended</b> <b>19,373 (95%)</b> <small>Attended slots (% of booked)</small>	<b>Not-Booked</b> <b>3,911 (16%)</b> <small>Not-Booked slots (% of offered)</small>
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### Mode of Contact



<https://www.cis.dashboards.data.digital.nhs.uk/#/views/GPAppointmentsDashboard/AppointmentsDetail?iid=1>

## GPs deliver record 36 million appointments as practice-level data published for first time

Costanza Potter - 24 November 2022

GP practices in England delivered a record 36 million appointments last month, the latest NHS Digital data has shown.

This month, the dataset also includes the first-ever publication of controversial GP appointment data at practice level across the country, which from now on will form part of the monthly GP appointment dataset.

The [data for October](#) showed that practices in England delivered an estimated 36 million appointments – including around four million Covid vaccinations.

It is the highest number since NHS Digital began publishing the number of appointments in December 2020.

It also included 22.8 million face-to-face appointments, which represented 71% of all appointments – the [highest proportion of face-to-face appointments since February 2020, when 80% of appointments were delivered in person](#).

And GPs themselves delivered 14.2 million appointments last month.

Meanwhile, a controversial new practice-level dataset was today published for the first time showing how many appointments each GP practice is offering and waiting times for these.

But BMA GP Committee for England deputy chair Dr Kieran Sharrock warned that the new data does not take ‘nuances’ such as patient choice and the size and age of the practice population into account.

He said: ‘Rather than this being a useful tool to aid patient choice, it is really no more than a way to “name and shame” practices when the morale of dedicated staff is at rock bottom.

‘Ultimately, such data should be used to support, not punish practices.’

He added: ‘If the Government was serious about improving access to general practice it would address the huge shortfall in doctors, rather than simply piling more pressure and expectation on to the ones that we already have and so desperately need to hang on to.’

According to the BMA, [NHS Digital had apparently admitted that more work was needed ahead of the launch of the ‘experimental’ data this week](#)