

Lonsdale Medical Group

PPG Autumn Meeting October 2022

Practice Update

- Access
- Staffing
- Clinics
- Vaccines (Natalie)
- IT developments
- Service Developments
- Site updates
- Government

Appointment screen Snapshot 29th September

The screenshot displays the EMIS Web Health Care System interface for The Lonsdale Medical Group. The top navigation bar includes tabs for Appointment Book, Week Templates, Planner, Holidays and Closures, Appointment Reporting, and General Practice Workload Tool. Below this is a toolbar with various icons for finding, booking, and managing appointments. A status bar at the top indicates the number of items in different categories: SCS - 68, Referrals - 348 (117), Documents - 14, GP2GP - 90 (90), Medicine Management - 106 (41), Lab Reports - 46 (5), and Tasks - 42 (22). A yellow banner below the status bar states: "New priority Workflow Items received - Medicine Management" and "There are outstanding Summary Care Records waiting to be sent, click to send."

The main interface is divided into several sections:

- Appointments:** A calendar view for Thursday, 29-Sep-2022, showing a grid of dates from 29 to 30. A "Today" button is present.
- Session Holder Filters:** A dropdown menu showing "READ, Simon (Dr)" and a "Quick Pick..." button.
- All Clinicians:** A list of clinicians with checkboxes for selection. The selected clinician is "READ, Simon (Dr)".
- ADMIN, NAVIGATION TASKS (Miss):** A list of tasks with patient names and descriptions. The first task is "1702779" with a description of "1203519".
- AGENDA, Clinical Meeting (Master):** A list of clinical meetings with patient names and descriptions. The first meeting is "Clinical Meeting PRE" with a description of "Clinical Meeting PRE".
- TABATABAEI, Seyed Morteza (Dr):** A list of appointments with patient names and descriptions. The first appointment is "10:45" with a description of "10:45".
- READ, Simon (Dr):** A list of appointments with patient names and descriptions. The first appointment is "10:45" with a description of "10:45".
- NAEM, Abdul (Dr):** A list of appointments with patient names and descriptions. The first appointment is "12:18" with a description of "12:18".

The bottom of the screen shows the NHS logo and the text "Clinical Practitioner | READ, Simon (Dr) | Organisation: The Lonsdale Medical Group | Location: Lonsdale Medical Centre". The system clock indicates the time is 14:51 on 29/09/2022.

Appointment types

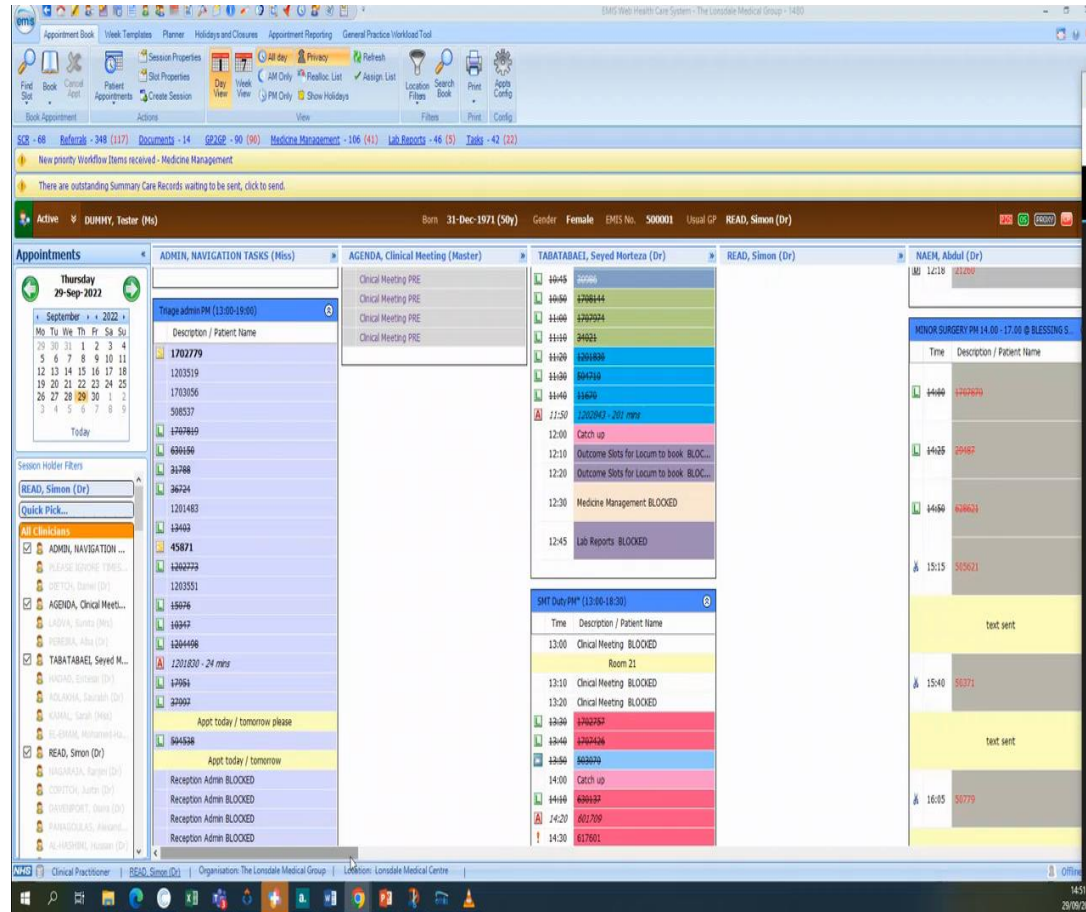
- **Proactive** Complex long term conditions, social care needs
- **Reactive** On the day (infection, exacerbations, injury, red flags, labs)
- **Prevention** Health checks, lifestyle, screening, public health, secondary prevention (eg anticoag), NDH, Mental health, Sexual health

Our clinics

- **Standard appointments** (GP, Nurse, HCA, Phlebotomy, Social, Physio, Pharm)
- **Month of Birth (long term conditions)**
- **Enhanced service clinics**
- **Minor surgery**
- **Health checks:** (Diabetes, NDH, NHS over 40's, Learning Disability)
- **Lipid Clinic** to start with Rabab mid October
- **Specialist Diabetes** clinic (insulin and injectables)
- **Baby clinic**
- **Home visit** (routine, in addition to STAARS, ICS)
- **Clinical audits** for example pharmacist prescribing audits
- **Extended hours**

In pipeline: LARC, micro-suction, expanding group clinics

One day snapshot ..

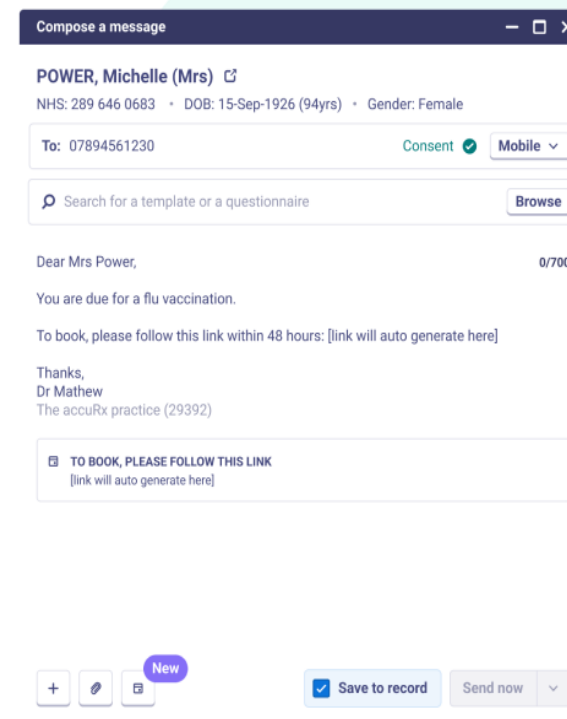


- 9 GP's (x18 GP sessions)
- 93 GP tel apt, 52 GP face to face*
- 15 minor surgery (GP)
- 54 Nursing (x2 nurses)
- 11 Physiotherapy
- 108 flu vaccines (phlebotomy team)
- 17 polio vaccines (nurse)
- 8 social prescribing consults
- 9 Diabetic health checks (HCA)
- x1 24 hour BP fitting (HCA)
- 10 Pharmacy SMR (Pharmacist)
- 200 scripts, 180 labs, 150 letters
- Safeguarding meeting + MDT
- 12 free slots @48hr *plus GP HUB apts

Making it easier to access the surgery
Staffing, appointments, phones, bookings, IT

IT developments: accurx Self Book

- Accurx Self book
 - Reduces telephone queues
 - Free's up phone lines
 - Integrates with EMIS
 - Easier access to care for patients
- So far: Flu, DM, Blood tests
- Email referrals direct from record



Compose a message

POWER, Michelle (Mrs)

NHS: 289 646 0683 • DOB: 15-Sep-1926 (94yrs) • Gender: Female

To: 07894561230 Consent Mobile ▾

Search for a template or a questionnaire Browse

Dear Mrs Power, 0/700

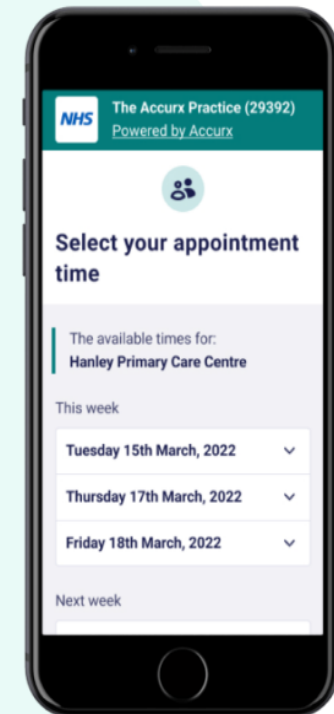
You are due for a flu vaccination.

To book, please follow this link within 48 hours: [link will auto generate here]

Thanks,
Dr Mathew
The accuRx practice (29392)

TO BOOK, PLEASE FOLLOW THIS LINK
[link will auto generate here]

New Save to record Send now ▾



IT Update: eConsult

- eConsult remains for 12m
- improved version arriving October

A vertical blue banner for eConsult. At the top is the 'e consult' logo with a green speech bubble icon. Below it, the text 'Contact our doctors online' is written in white, with 'Contact our' and 'online' underlined. Further down, white text says 'Fill out a simple online form to get advice and treatment within 1 working day'. Below this are four rounded rectangular buttons with white text: 'Ask about common problems like coughs, back pain or mental health', 'Ask about general symptoms like dizziness, tiredness or pain', 'Request sick notes and GP letters, or ask about recent tests', and 'Get help for your child'. At the bottom, white text says 'View common problems you can ask about:' followed by a dotted line.

e consult

Contact our
doctors
online

Fill out a simple online form
to get advice and treatment
within 1 working day

Ask about common problems like
coughs, back pain or mental
health

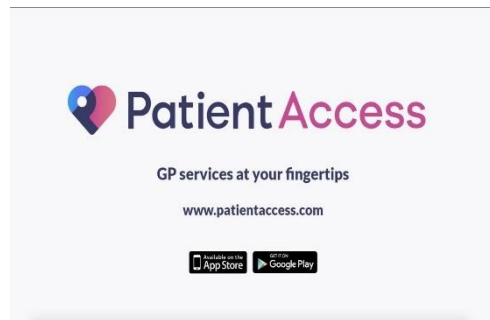
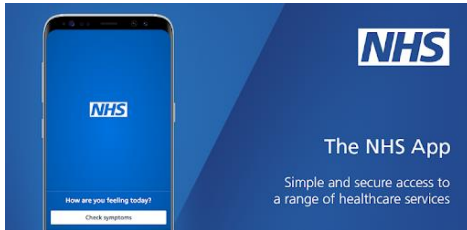
Ask about general symptoms like
dizziness, tiredness or pain

Request sick notes and GP
letters, or ask about recent tests

Get help for your child

View common problems you can
ask about:

Accelerating patient online access NHSE



- Prospective from 1st November
- Offered as standard to all patients*
- View new entries in clinical record
- Including medications/ letters/ test results/ appointments

Service Update

- **Extended hours** HUB until 8pm 5 days a week, Saturdays 9-5
- New Network DES: GP, Nurse, Pharmacist, HCA
- **Minor surgery** one day a week Dr Naem
- **Sunday** morning telephone apt session with Dr Dadgar
- **Social prescribing** sessions 2 days a week
- **Physiotherapist** 18 hrs a week (triage telephone or f2f)
- In the pipeline: LARC (coils and implants), and micro-suction
- Twice weekly clinical meeting, Monthly Paediatric MD
- **Elderly line** update from Anne and Sue

Site updates



Site updates: a community space

- **Blessing:** new floor, repainted: *ready for Nov.*
- **Group space:** network wide menopause, CPR training, LARC
- Teenage mental health group course
- **Ashford place** visiting for use as *dementia café*
- Victoria wanting to use as **Kensal to Kilburn fruit harvester.**
- **McMillan Coffee** mornings
- Ideas: meet point for walking group/ run group meeting/ meditation.

Staff Update.. New staff and returners..

- New **salaried GP** starting in November, Sejal Patel returns from maternity
- **Regular GP locums:** Maygol, Laavanya, Gautam
- **Nurse** Kelsey has started
- **Physiotherapist** Elliot starts October
- **Pharmacist** Rabab starts mid October 4 days a week, Endri 1 day
- Now have three **phlebotomists:** Rhiana, Angelina and Nada
- One of our **PSPs** Tamara is helping with minor surgery and Flu Vaccinations
- Recruiting several new **PSP's** needed also for the HUB service
- New advertising reach for nurse
- **FY4** role (GP) helping with clinical administrative work
- Three **GP trainees**

Our Plan for Patients

- **Meeting public expectation:** expectation of apt with the practice 2w, publishing data and ICB to hold practices to account
- **Easier access to general practice:** cloud, free up 1million apts by using other staf, digital tools and IT systems and triage
- **Publish** easy to use data from November
- **New community pharmacy offer**



Next available apt snap shot: 12 free slots

3 rd , 4 th and 5 th available appointments				^
Available appointments for Lonsdale Medical Centre				
Days until 3 rd next available appointment	Days until 4 th next available appointment	Days until 5 th next available appointment		
0 (29-Sep-2022 14:50)	0 (29-Sep-2022 14:50)	0 (29-Sep-2022 15:00)		
Available appointments for session holders				
Session holder	Days until 3 rd next available appointment	Days until 4 th next available appointment	Days until 5 th next available appointment	
FELDMAN, Nigel (Dr)	1 (30-Sep-2022 09:40)	1 (30-Sep-2022 09:50)	1 (30-Sep-2022 10:00)	^ v
THIYAGARAJAN, Arun (Dr)	1 (30-Sep-2022 14:30)	1 (30-Sep-2022 14:40)	1 (30-Sep-2022 15:10)	
GRAY, Jeremy (Dr)	1 (30-Sep-2022 09:20)	1 (30-Sep-2022 09:40)	1 (30-Sep-2022 09:50)	
EARLE, Kristina (Dr)	4 (03-Oct-2022 09:20)	4 (03-Oct-2022 09:40)	4 (03-Oct-2022 09:50)	

Friday 4.30pm snapshot

Filters

Define filter and then click 'Apply'

Apply

☐ Generate based on national slot categories

Date Filter

Range

30-Sep-2022

to

14-Oct-2022

Last

Week

Next

Week

Current

Week

Session Holder (173/173)

Session Category (10/10)

Slot Type (116/116)

30-Sep-2022 to 14-Oct-2022

Report generated on : Fri, Sep 30 2022 16:18:52

46 - 64 year	<div><div>18.1%</div></div>	Male	Booked DNA Rate	0	0%	<div><div>24.1%</div></div>	Female	Booked DNA Rate	1	0.2%	<div><div>42.2%</div></div>	Total	Booked DNA Rate	1	0.1%
65 - 80 year	<div><div>9.1%</div></div>	Male	Booked DNA Rate	248	0.8%	<div><div>10.4%</div></div>	Female	Booked DNA Rate	282	0.4%	<div><div>19.5%</div></div>	Total	Booked DNA Rate	530	0.6%
81+ year	<div><div>2.4%</div></div>	Male	Booked DNA Rate	65	0%	<div><div>2.9%</div></div>	Female	Booked DNA Rate	78	0%	<div><div>5.3%</div></div>	Total	Booked DNA Rate	143	0%

3rd, 4th and 5th available appointments

Available appointments for Lonsdale Medical Centre

Days until 3rd next available appointment	Days until 4th next available appointment	Days until 5th next available appointment
0 (30-Sep-2022 17:00)	0 (30-Sep-2022 17:00)	0 (30-Sep-2022 17:00)

Available appointments for session holders

Session holder	Days until 3rd next available appointment	Days until 4th next available appointment	Days until 5th next available appointment
LEE, Yasmeen (Miss)	12 (12-Oct-2022 10:30)	12 (12-Oct-2022 14:30)	12 (12-Oct-2022 16:00)
VIJAYARAJAN, Keran (Dr)	12 (12-Oct-2022 10:00)	12 (12-Oct-2022 10:10)	12 (12-Oct-2022 10:20)
GARSON, Meir (Dr)	3 (03-Oct-2022 14:20)	3 (03-Oct-2022 14:40)	3 (03-Oct-2022 14:50)
AGENDA, Clinical Meeting (Master)	4 (04-Oct-2022 13:00)	4 (04-Oct-2022 13:00)	4 (04-Oct-2022 13:00)
TABATABAEI, Seyed Morteza (Dr)	0 (30-Sep-2022 18:15)	0 (30-Sep-2022 18:30)	0 (30-Sep-2022 18:30)

Vaccination Update

- Flu clinics* (919 done already)
- Housebound (end oct/ early nov)
- Covid Clinic (natalie)
- Polio (426 done already)



Ideas

