

Welcome!



PPG Meeting Winter Meeting, 13th February 2023

Practice Update



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October PPG Actions



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Access



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New services and staff



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Innovations



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Lonsdale Road Update



Actions following Autumn PPG

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- Continuity issue
- “Outcome slots” & HV & MDTs x2

Action following Autumn PPG

- Continuity issue
- Added “outcome slots” every GP
- Social Media



• [Website](#) and Facebook updated

Action following Autumn PPG

- Continuity issue
- Social Media
- Over 75's line
- Added “outcome slots” every GP
- [Website updated](#) and Facebook
- **Daily slots, good pt feedback**

Action following Autumn PPG

- Continuity issue
- Social Media
- Over 75's line
- Blessings
- Added "outcome slots" every GP
- Website updated and facebook
- Daily slots, good pt feedback
- **Refurbished and open**



Access

- We are aware of the difficulties in accessing services and phones
- Access is a challenge **nationally**
- **Workforce** is a problem: particularly recruitment of GPs and nurses*



We have to travel a LOT further to recruit GPs these days!

Access: Recruitment

Access: Recruitment



- **GPs:** Dr Mintz, Dr Gallagher, Dr Bagga, Dr Nasim



- **Nurses:** NEW! Kelsey Glynn and Jess Lepper



- **ARRS:** Dieticians, Physios, Pharmacists, Social

ARRS: What??

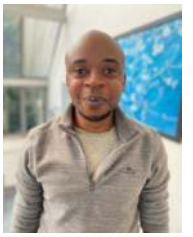
ARRS: What ??

- Additional Role Reimbursement Scheme
- PCN allocation of funding for additional roles
- Specialist skills directly into practice
- Increases choice for patients
- GP focus more on complex needs



ARRS at the Lonsdale

- Physiotherapy x3
- Clinical Pharmacists x5
- Dieticians x2
- Social Prescriber x1
- Mental Health Nurse



- Elliot, Duarte, Arya
- Sarah, Rabab, Hanan, Khatera, Preeya
- Juan, Kinjal
- Noemi Torok (replacing Yasmeen)



Access: **Extending our hours**



Access: Extending our hours



- **Saturdays 9-3pm:** Nurse, HCA, Bloods, GP (*pre-booked*): **30 GP, 22 HCA, 22 nurse**
- **Evenings:** GP HUB Monday to Friday 6.00-8pm : ***additional 50 GP slots/w***
- **Early morning:** “Strep A” slots enhanced access: 7.30am-8am

Access: Clinics and Services

Wide range of clinics and services



Open 6 days a week! *Monday to Friday 6.30-8pm, Saturdays 9-3pm*

A big Team



Community focus: memory café, Brent Carers, Ashford place



Snapshot Tuesday 14th February

[illegible]

Snapshot.. Tuesday 14th (tomorrow)

x6 GP's: **126 apts**: (from 7.30am until 8pm)

x2 Nurse: **33 apts**

x1 HCA: **15 apts**

x1 Plebotomy: **22**

GP Baby clinic 6 apts

Physiotherapist: **22 apts**

Dietician: **6 apts**

Pharmacy specialist diabetic clinic: **10 apts**

Pharmacy Lipid clinic **10 apts**

6 pharmacists undertaking SMRs, and reconciliations **>400 apts**

Our Clinics (a longer list than in October!)

- **Standard appointments** (GP, Nurse, HCA, Phlebotomy, Social, Physio, Dietician)
- **Month of Birth** (long term conditions)
- **Enhanced services**
- **Minor Surgery**
- **Health Checks** (Diabetes, NDH, NHS over 40's, Learning disability, Dementia)
- **Lipid clinic**
- **Specialist diabetes** (insulin and injectables, and now one stop clinics)
- **Baby clinic**
- **Home visit** (routine in addition to STAARS)
- **Dietician and Social Prescribing and Mental Health nurse clinics**
- ***Coming soon:*** Microsuction, LARC, group clinics

Innovations

Some new ideas and pilots we have run

Innovations and Pilots

“Winter vaccines delivery service”

One stop diabetes day

Memory café and the community kitchen

Housebound “Winter Vaccine Delivery Service”

- Successful pilot for 2022
- 89 GP home visits over 4 days
- Both vaccines at once
- Carers/ relatives at same time
- **First in Brent** to achieve this



Retinal Screening One Stop clinic

- Saw the need with DNA's
- Set up with Brent Retinal team
- Used our space with kitchen
- One Stop shop over 2 days: retinal, GP, nurse, HCA and phlebotomy



Retinal Screening and one stop Diabetes

- “The team was brilliant every thing under one practice eye test / blood test / blood pressure/ and doctor brilliant experience I’m in my sixties and live locally to my practice. So please keep it thank you.”

NHS Choices review Janaury 2023



Community innovation hub



- Memory Café
- Fundraising: McMillan & Crisis
- Mental Health Wellbeing group
- Healthy eating session
- Want to expand!



Community Space in Action!



Call for volunteers!

- Tea and chat Wednesdays
- Memory café
- PPG open café sessions
- Charity fundraises
- Baking and Kimchi



Next

- **Services:** microsuction, coils
- **Group** consultations: dieticians
- Ongoing **one stop** clinics
- **IT** review: phones and systems
- **Access**
- **PCN** level work
- **Community space:** Tea and chat Wednesdays expansion

Lonsdale Road

- Landlord changes to the road: details to follow as soon as we know
- Solar panels
- Developments within the road









Steve Taylor

@DrSteveTaylor



SOS GP Crisis **SOS**

GP is the most monitored, regulated, inspected area of [#NHS](#)

Tick boxes for referral, monitoring, appts, appraisal, learning, training

It has more targets - CQC/NHSE/GMC/Gov

8000 too few GPs - more leaving

1.4m appts/day

[#GPCrisis](#)



Steve Taylor @DrSteveTaylor · Feb 4

Replying to [@DrSteveTaylor](#)

SOS GP Crisis SOS

Too many targets in order earn the money to provide care for patients

Means many appts are provided just for targets - not necessarily for the care patients really need

2.

