

# MANOR PARK MEDICAL PRACTICE

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## **PPG Meeting Minutes – Thursday 31 March 2022 at 1pm**

PPG Chair asked Anabel (Business Manager) to confirm what work had been done since the takeover on 24 January 2022 and to further confirm what actions were going to be taken to further improve the Practice.

Anabel advised:

- There were around 12,000 unprocessed letters at the point of takeover
- Support from CCG and a lot of recruitment has helped fully process the letters
- Team of 12 Expert Coders recruited to work over weekends, weekdays and evenings, who identified urgent medical matters that required immediate action
- All letters have now been processed
- Over 3,000 paper letters were found in draws, etc
- Unprocessed work went back to May 2021, which meant extra care had to be taken when dealing with the work, in case of any medical emergencies (i.e. new diagnosis, change of medication instructions, etc)

Anabel confirmed the first part of the process had been completed, with all paperwork which hadn't been scanned, now scanned onto the system and all unprocessed letters being allocated to a Patients record and all urgent matters being looked at as priority.

Second part is to take the important medical information out of the letters and to ensure any Clinical staff can identify the important information straight away.

- Decide to change the way the second part is tackled, as it has become apparent that one Patient can have numerous issues detailed over several documents/tasks. Now having to look at the Patient, work through all letters and tasks associated with the Patient, to pick out the sequence of the journey, code the documents, update medication, etc. The GP will then sign off on the Patient after everything has been checked
- Patient list size is around 14,000 now and it is roughly 50/50 split
- Patient consultations should be 10 minutes, but some go on for 40-50 minutes due to several issues being identified
- If the Practice feels a Patient has come into harm due to the previous management of the Practice, the CCG is being made aware of those individual cases. GP's are contacting

these Patients and discussing matters with the Patient directly – this is in addition to the existing appointments we're offering day to day

- Struggling to get GP's to work for Manor Park Medical Practice as they don't want to take medical liability due to the past issues. PPG member acknowledged the GP's are a lot more thorough in their consultations and professional, since the takeover
- Now using local Pharmacists to help with the workload, as they can deal with a lot of things and this service wasn't being utilised previously. This should help with accessibility to the Practice and allow GP's to deal with medical matters more relevant to GP's. If Pharmacists can't deal with the matter when a referral is made to them, they reject the referral and the Practice deals with the Patient, usually within 24 hours, dependant on weekends
- We currently have around 75 hours per week of Pharmacist work to help with the workload
- Clearing clinical risks which have piled up for the past 9 months – huge inroads have been made and we anticipate that it will take another 3 months to complete the backlog fully
- CCG helping us get 4 Patient check in screens, 2 at each site to help with queues outside of the Practice and Patients being late for their appointments due to the queues
- Recruited 2 more full-time Receptionists and paying them more than market rate
- Recruited 3 more full-time Administrators and paying them more than market rate
- Upgrading telephone system which will take another 4-6 weeks to be implemented
- Not ready for online appointments at the moment as GP's are trying to deal with priority Patients, so we need to try and filter these Patients and once we are in a good position, we will open up online appointments

PPG member mentioned the phone system cuts people off and wanted to know if the new system would not do this. Told PPG member that we have done what we can with the existing phone system to help improve Patient experience, i.e. different phone lines to filter Patients and signpost them and automated messages which provide more information to Patients.

PPG member wants the online system updating, to explain the situation, so Patients are aware as it is very frustrating when there are no appointments available.

- Reception Managers are monitoring the answer messaging machines to ensure things are being actioned
- Auditing call waiting times and have now given Reception Managers targets: answering calls within a set time period, deal with urgent and routine tasks within a particular time-scale, etc
- Dealing with staff sickness is a huge issue which we have been dealing with. We are not seeing major improvements after holding staff meetings to explain the impact of absences
- Telephone system currently only allows 9 calls to wait in the queue, but the new system will allow unlimited people to queue and the system will hold the callers position in the queue, should they not wish to hold. Once the callers position arrives, the system will automatically dial out to the caller
- Once back-log is over, the Partners will be working 'business as usual', which will involve them looking at: pathways, overlooking issues and making guidelines, protocols and processes. They will also help with accessibility where possible

Told PPG GP Practices are offering 50% more appointments now than we did 2-3 years ago (pre Covid-19)

PPG agreed it was clear improvements had been made and the GP Partners had their hands full, given the situation they inherited and were happy to look into having another PPG meeting in around 6 weeks time.

**Attendees:**

T Badiani (PPG Chair)  
E Mackness  
P Chauhan  
V Chauhan  
S Karia  
S Venables (CCG)  
A Goyal (DPM)  
A Sharma (BM)  
I Foreman  
M Kanabar  
C Mistry  
Dr R Wadhwa  
Dr K Johal

**Apologies:**

H Tanna  
K Raja