

OXGATE GARDENS SURGERY
PATIENT MEETING 23/01/2020
AGENDA AND INFORMATION



1. STAFF CHANGES

We have a new team of GPs- Dr Sumi, Dr Rimi, Dr Jain, Dr Tariq, Dr Phillips and Dr Bhundia.

We currently have 2 HCAs- one will be our nurse once her paperwork is complete. We have an agency Nurse for the time being.

Cervical smears and childhood immunisations can be booked at Park Royal Medical Practice.

We have one dedicated phlebotomist 5 days a week to ease pressure for blood test requests.

We have appointed a new practice manager to deal with complaints and complex queries.

We are developing a new receptionist and admin team- to deal with queries more efficiently.

We will have a clinical pharmacist working 2 days a week from April- allow more efficient processing of hospital prescriptions and medication reviews.

2. TELEPHONES

We are awaiting a new telephone system which will allow up to 10 people in a queue and call back service.

There will be dedicated lines for appointments/results/referrals etc.

This has been delayed due to BT back log.

3. ACCESS AND E-CONSULTATIONS

We are working with a new appointment system which will enable easier access to both advanced appointments as well as emergency appointments.

We will be continuing the triage system to enable more appropriate allocation of appointments.

By accessing our website it is possible to get GP advice within one working day – these are being expanded and further developed

4. HUBS AND EXTENDED HOURS

Hub services are still available until 8pm 7 days a week. These offer nurse and GP appointments.

Extended access is available at the surgery on Mondays and Tuesdays for those who are commuters.

5. ON-LINE ACCESS

Patients can view their blood results and medication on- line by obtaining a password from reception.

6. PRESCRIPTION CHANGES

NHS England published new guidelines for prescribing nationally. This means that NO over the counter medications can be prescribed routinely on the NHS. There is a list of these medications available on the website. This is a national directive and unfortunately we have no say in this matter.

7. REFERRALS/LETTERS

We have a dedicated admin team to deal with letters and referral. They will deal with all queries also. They are currently being trained to deal with this competently and will be up and running very soon.

Counselling and antenatal referrals are now self-referrals and do not require a GP to refer. For more information you can call the admin team.

8. SERVICE CHANGES

Smoking cessation is no longer available from GPS- it is only available from a pharmacy- this is another national directive.

Many conditions are no longer routinely referred on the NHS and require very strict criteria. This is due to government cuts and again whilst we will try to refer whenever possible this is not always in our hands.

MRI of backs/shoulders and knees are now only available from a specialist and this can only be accessed after seeing physio.

9. PCNS AND THE FUTURE

The new 5 year forward plan for primary care is for general practices to work closely together with other practices within their area- collaboratively working to achieve better patient care.

We have already been doing this as part of the Hub service and the E-consults. We are looking to work closely with our neighbouring practices to develop children's services, better cardiac services, and develop more effective community care.

Dr Sumi is the Clinical Director of one of these Primary Care Networks and works closely with other leaders in Brent and Barnet to ensure our voice is being heard.

We will keep you updated in future with quarterly newsletters.

We hope to have another meeting in 3 months' time.

Thank you for time and support

Dr Rimi Mukherjee
Dr Sumi Mukherjee
Dr Pankaj Jain