Discussion around your experiences at Orchid House.

Positives:

1. Call back system on the phones
2. Phone triage system
3. Not having to wait too long for an appointment
4. Helpful receptionists
5. Relatives being well looked after
6. Some of you stay in the local area as you don’t want to have to register with another practice

Improvements:

1. Would like to know if a call is going to be AM or PM so you don’t have to wait in all day
2. Missing the ‘treatment room’ option when calling up
3. Knowing how late a clinician is running should they be running late due to unforeseeable circumstances
4. On prescriptions it says review, some have had one, some haven’t – *Dr Balachandran explained that this is done in the background at times as it is related to blood tests, or blood pressure (certain medications require certain tests), so you may not be called in for a review. If anything changes for yourself, or the clinician feels you need to be seen, you’ll be called in*

We have a whole host of other clinicians attached to the practice listed below:

* PCN Pharmacy technicians
* PCN Pharmacists
* PCN Social prescribers
* PCN Mental health practitioners
* PCN First contact practitioners for musculoskeletal problems
* PCN Frailty nurse
* PCN Paramedic (only for housebound patients)

So when calling up, it might not be a GP or ANP you are offered an appointment with first – it is about getting the right care, at the right time, with the right clinician and our reception team will help navigate this.

Next up, I gave you a bit of insight into the future at Orchid House:

1. We are looking to become a training practice, which will see us supporting and training the new GPs
2. We do need a lick of paint!!
3. Looking to expand the building if possible to accommodate the ever growing number of roles attached to the practice via the PCN
4. Looking at ways we can support patients from a transport side of things

We discussed expectations for and from the PPG:

1. Frequency of meet ups – quarterly was decided upon
2. Frequency of emails – as/when there is something to update you on
3. If anyone has any feedback, to use this email address as a channel for communication. We may not respond all the time, but will gather responses and send out replies when we have enough to cascade, to prevent clogging up your inboxes!
4. Be the voice in the community – we already use all platforms available to us, but we need to keep the momentum going!
5. Continuity – we haven’t had a meeting for so long, we don’t want this to be a one hit wonder
6. Grow in numbers – there are over 100 members on the mailing list and we want to engage with people of all ages and demographics! Don’t be shy 😊

Then Anabel took you on a tour of the building. A couple of questions were asked:

1. Consent for record sharing between Orchid House and the hospitals – yes hospitals do have access to your records so long as you haven’t opted out.
2. Numbers of staffing – was this for at Orchid House in general? I have listed them below. You can also find this information on our website.

We have 8800 patients registered here:

4 x GP Partners

1 x Salaried GP

1 x Advanced Nurse Practitioner

1 x Practice Manager

1 x Operations Manager

3 x Paramedic Practitioners (not full time and only for housebound)

2 x Phlebotomists (not full time)

1 x HCA (not full time)

2 x Nurses (not full time and only one chronic disease nurse)

6 x Receptionists (not full time)

3 x Admin clerks (not full time)

PCN staff:

1.5 x Pharmacy Technicians

3 x Pharmacists (not full time)

2 x Social Prescribers (1 not full time and off currently)

2 x PCN First contact practitioners (not full time)

1 x Mental Health Practitioner

1 x Frailty nurse

2 x Paramedics (housebound only)

If you have any further questions or feedback, don’t hesitate to email in!

The feedback gathered from the evening, will be discussed with the Partners and then Anabel will send out the next lot of communications in due course.

With best wishes,

Emma