



Waterfield House Surgery -Patients Participation Group (PPG)

A Day in the Life of a GP – Event Notes

30 October 2019

Presenters

Dr Justice Dr Minkah

Dr R Justice

A typical day in the surgery starts at 8am:

- Turn on the computer (6 programmes on the system).
 - Emiss for record keeping.
 - Dcck-man – hospital letters.
 - Doris – referral process.
 - Text programme.
 - Case Conference PNG.
 - E-mail and Google.
- Deal with urgent messages from the Duty Doctor.
- Check other urgent messages.
- Phone hospital etc.
- Deal with any child emergencies.
- Morning surgery

When morning surgery finished for the morning:

- Meet with Peter (practice manager) to deal with issues related to running the business e.g. upkeep of building, apprenticeships etc.
- Prescription queries, sign prescriptions.
- Deal with any referrals (typically 8 urgent and 30 non-urgent).
- Review any hospital letters received and address any actions.
- Go through blood results (typically results from 20 patients).
- Visit hospital.

Home for lunch.

- Afternoon visit to Cornfield House (typically 8 patients) and Hazeldene (typically 13 patients) nursing homes.
- Return to surgery to write up notes/updates.
- Deal with any additional tasks and messages.
- Deal with insurance requests.
- Afternoon surgery

End day at about 7pm.

General comments and information:

- Also involved in overseeing trainees.
- No duty GP day introduced July 2019

Dr V Minkah

With three young children and living around the Gatwick area a typical day in the surgery starts at 9:30am:

- Turn on the computer
- Respond to queries and take phone calls.
- Morning surgery average of 24 patients.

When morning surgery finished for the morning:

- Review any hospital letters received and address any actions

Lunch at desk

- Prescription queries, sign prescriptions.
- Go through blood results.



- Deal with any referrals.

End day at about 7 to 7:30 pm

General comments and information:

High admin load often means I am often late to leaving the surgery at night.

As I do not know the patients it takes longer to address their issues and therefore appointments are often running late.

General Information

- Waterfield House Practice has approximately 6000 patients.
- Improved access system means that the surgery staff periodically supports additional cover for the Tunbridge Wells network allowing appointments to 8pm weekdays, Saturday mornings 9am to 1pm and Sundays and Bank Holidays 9am to 1pm. This system has been running for about a year.
- Organ donor opt out - if patients want to opt out of the organ donor programme they must ensure that they are completed and returned to "Opt Out" form available at:
<https://www.organdonation.nhs.uk/register-your-decision/refuse-to-donate/refuse-donation-form/>
- Since July 2019 25% of the practice appointments can be booked on-line, if patients have signed up to Patient Access. The following link provides access:
<https://app.patientaccess.com/login>
- Duty doctor cover in other places of Tunbridge Wells Primary Care Network – concern over what happens to those patients who cannot drive.

Feedback from event attendees

- Telephone system not always clear.
- Booking appointments many weeks ahead would be beneficial.
- On-line appointment system could be improved.
- Suggestions for other events:
 - ✓ Day in the Life of a Practice Receptionist
 - ✓ Day in the life of a Practice Nurse
 - ✓ Changes to the NHS

General Questions from event attendees

- What percentage of your working time is spent face-to-face with patients?
Approx. 50%.
- Does the computer aid your work?
It does add more work at times but it can provide some monitoring systems for us, for example, when prescribing drugs for a patient the system can pick up poor drug combinations. Using IT also improves the speed of communication between, for example, the hospital and the GPs.
- How do patients know of special events/NHS promotions that are being managed by the practice?
- Why can appointments not be released after 7pm for the next day?
*We need to get the balance right to allow for emergency appointments.
We acknowledge there are too few appointment slots for the demand on our services.
Receptionists are trained to signpost the appointments e.g. to practice nurse, social prescriber etc where appropriate.
Many people are able to access the on-line booking but not all use it.*