

BRUNSWICK SURGERY PATIENT MEETING ECONSULT

Monday 23rd May 2022



- ▶ Dr. Paul Dhillon – Senior partner
- ▶ Dr. Usha Ganeshalingam
- ▶ Dr. Henry Attard
- ▶ Dr. Shali Nathan

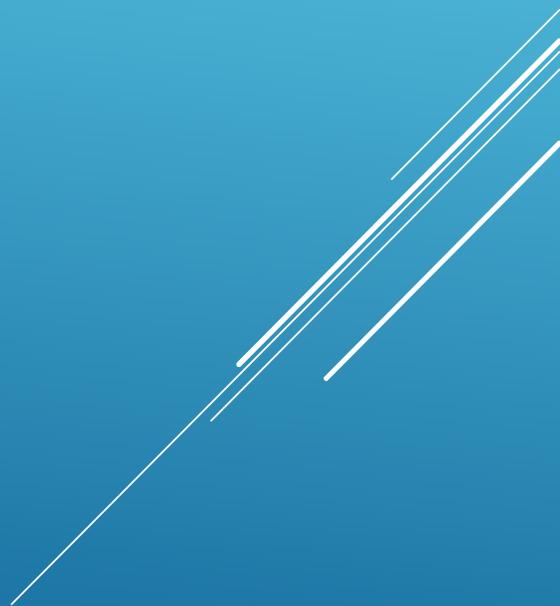
The partners have overall responsibility for the running of the practice. Each patient has been assigned a named GP.

THE PARTNERS

- ▶ Dr. Gaby Brodie
- ▶ Dr. Yasmin Maki
- ▶ Dr. Vicky Rees
- ▶ Dr. Lucy Holloway

Our GPs are here to support your health journey.

OUR SALARIED AND GP TRAINEES



- ▶ Anne-Marie Dixon
- ▶ Sarah Clarke
- ▶ Carolyn Samuel

Our nurses are available for a variety of ailments including dressings, injections and care management for some long term conditions.

THE NURSING TEAM

- ▶ Maricon Pasa
- ▶ Tracey Green
- ▶ Polly Davies

Our healthcare assistants support the nursing team and the GP team in carrying out all of the necessary physical checks including blood pressure, blood samples, ECGs and some vaccinations.

THE HEALTHCARE ASSISTANTS

- ▶ Shirley Croucher
 - ▶ Sheila Petrone
 - ▶ Michaela Brownlee
 - ▶ Nurie Ismaili
 - ▶ Juliet Lindsay-West
 - ▶ Judith Jones
 - ▶ Sana Kamall
 - ▶ Polly Davies
 - ▶ Lynn Knight
- ▶ The admin team support the GPs in carrying out the administration processes of the practice. They process prescriptions, letters, referrals, emails and answer the telephones.

THE ADMINISTRATIVE TEAM

- ▶ Collaboration between Brunswick Surgery and two other practices in the building.
- ▶ This collaboration is known as the Surbiton Health Centre Primary Care Network (PCN).
- ▶ We employ additional shared staff including Pharmacists, First Contact Practitioners and Social Prescribers

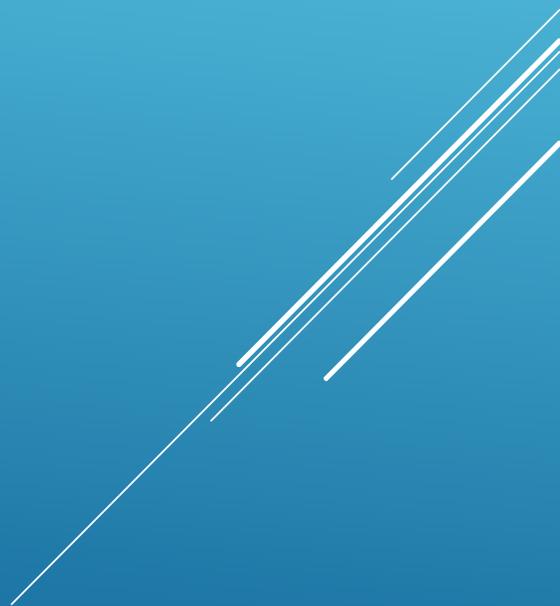
PRIMARY CARE NETWORK

- ▶ Simon Frost – available on Mondays
- ▶ Nilpa Patel – available on Thursdays

CLINICAL PHARMACISTS

- ▶ Sam Bhide – available on Wednesdays
- ▶ Zuhaib Saleem – available on Tuesdays and Fridays

FIRST CONTACT PRACTITIONER

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- ▶ Nicki Zisman – Available Thursdays
- ▶ Rebecca Collins – Available Tuesdays

SOCIAL PRESCRIBERS

Partners:

Dr. Paul Dhillon
Dr. Usha Ganeshalingam
Dr. Henry Attard
Dr. Shali Nathan

Practice Manager

Leana Burrage

GPs

Dr. Yasmin Maki
Dr. Gaby Brodie
Dr. Vicky Rees
Dr. Lucy Holloway

Practice Nurses

Anne-Marie Dixon
Carolyn Samuel
Sarah Clarke

Health Care Assistants

Maricon Pasaoa
Tracey Green
Polly Davies

PCN Employees

Simon Frost
Nilpa Patel
Sam Bhide
Zuhaib Saleem
Nicki Zisman
Rebecca Collins

Admin Team

Shirley Croucher
Sheila Petrone
Michaela Brownlee
Nurie Ismaili
Lynn Knight
Polly Davies
Juliet Lindsay-West
Sana Kamall
Judith Jones

OUR STRUCTURE

▶ **Problem:**

- ▶ We are aware of an increase in patients having to wait up to 6 weeks for a routine Doctors appointment.
- ▶ This delay is causing patients non-urgent problems to develop into an urgent one.
- ▶ Patients are currently calling several times a day.
- ▶ The current system is unsustainable.
- ▶ We are looking at a variety of ways to ease the long waiting times.
- ▶ We need a system that is safe for our patients.
- ▶ We need to ensure that the patient is dealt with by the most appropriate clinician as not all problems need to be seen by a GP.

INTRODUCING ECONSULT

▶ **Solution:**

- ▶ eConsult allows patients to enter their request in writing online.
- ▶ eConsult will be available from 7am-5pm Monday to Friday.
- ▶ This form is sent directly to the Doctor.
- ▶ The Doctor will triage the medical query on the day of the request.
- ▶ The Doctor will decide if a medical problem is urgent or not and who would be the most appropriate person for the patient to see.
- ▶ The admin team will then process the response from the Doctor and get in touch with the patient.

INTRODUCING ECONSULT

- ▶ Patients can still telephone or visit the surgery between 8am – 6.30pm.
- ▶ The admin team will take all of the details of the problem and forward it to the GP to triage.
- ▶ The GP will triage these requests in the same way they triage the online requests.
- ▶ The admin team will contact the patient with the decision of the doctor.

INTRODUCING ECONSULT

Medical problems: Appointment with the Doctor or First Contact Practitioner

Medication reviews and medication queries: Clinical pharmacists

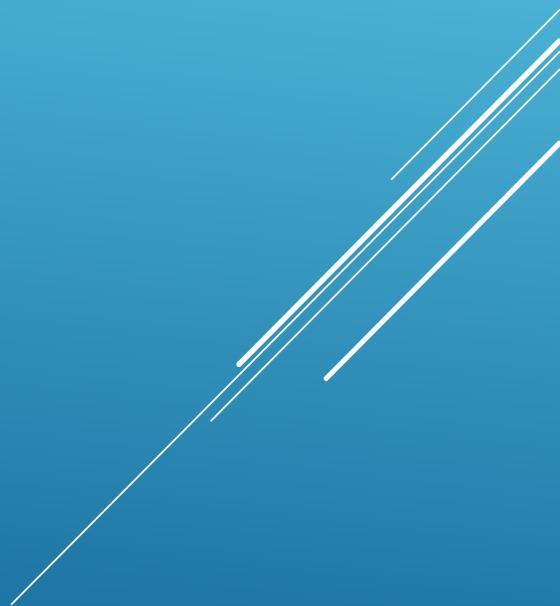
Minor ailments: Community pharmacies

Admin queries: GP to action and administrators to issue

Social problems: Social Prescribers

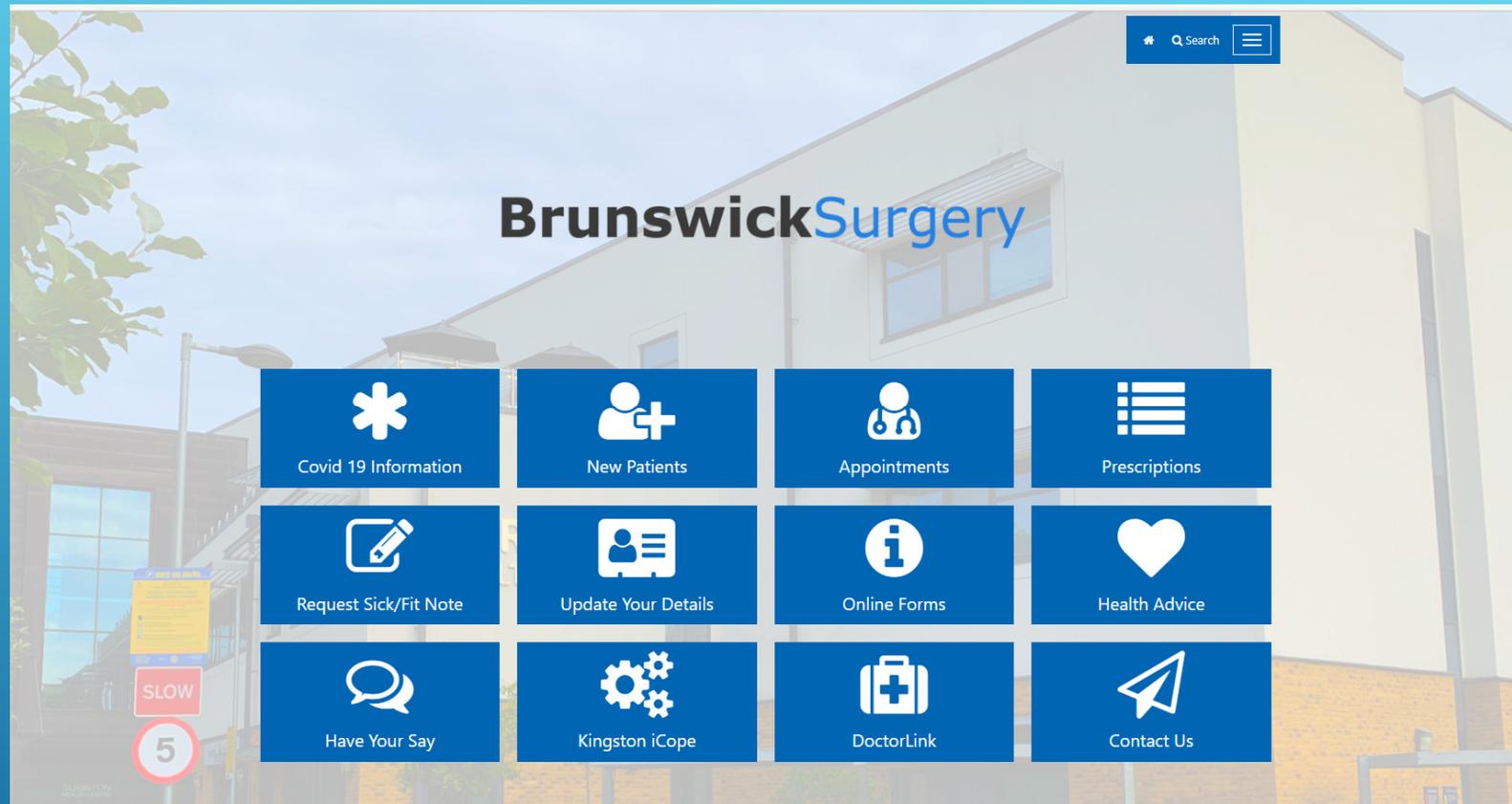
Routine prescription requests: GP to prescribe

POSSIBLE TRIAGING DECISIONS



- ▶ We are constantly reviewing our accessibility to the practice
- ▶ A simple one step contact with the practice
- ▶ No need to call the surgery several times a day
- ▶ A Doctors decision being made on how best to deal with the problem in good time
- ▶ No need to wait several weeks for an appointment
- ▶ Most appropriate clinician to deal with the problem

THE PATIENT JOURNEY



ACCESS ECONSULT FROM OUR WEBSITE:
WWW.BRUNSWICKSURGERY.CO.UK

QUESTIONS AND ANSWERS

Q: How will a GP know if the problem is urgent

A: It is important that patients fill in the form as descriptively as possible. If you later realise you have accidentally omitted information, you can either fill in another form or call the surgery directly.

Q: How long will it take to complete a form?

A: Depending on the nature of the problem from 30 seconds to 3 minutes

Q: How will Doctors have the time to deal with all of the incoming queries and see patients?

A: We have a dedicated GP each day who will process the queries.

Q: How will you know if the system is or isn't working?

A: We carry out audits and have access to real time information so can make changes quickly and efficiently according to demand.