

Welcome!



ST. GEORGE'S MEDICAL CENTRE



Your webinar hosts

Dr. Charlotte Benjamin

GP Partner

Mr. Riz Husain

Practice Manager

St Georges M/C

- 12,000 patients
- CQC good (last review 8/06/23) (safety, effectiveness, caring, responsive services, well led services)
- 3 areas of outstanding practice (practice champions, alcohol counselling service, acupuncture service.)
- 2 areas of Improvement recommended – (uptake of childhood immunisations, uptake of cervical screening.)



Practice Staff

Doctors: -

- Dr. Rohan Mailoo
- Dr. Caroline Hoffbrand
- Dr. Charlotte Benjamin
- Dr. Raj Haria-Shah
- Dr. Belinda Magnus
- Dr. Anabel Alakakone
- Dr. Shyamoli Burman-Roy
- Dr. Sarah Pottesman

Nursing team: -

- Ms. Emily Harvey
- Ms. Abi Gallinelli
- Ms. Siu Ling Wong
- Mr. Mohammad Mukhtar
- Ms. Eva Molnar

Practice Staff

Pharmacist team: -

- Mrs. Tanvi Kothari
- Mr. Ibitola Elemide
- Ms. Minal Shah
- Ms. Tejal Gor

Reception & admin team: -

- Mrs. Karen Le-Roux
- Ms. Paula Davies
- Ms. Pippa Harris
- Ms. Janice Beck
- Ms. Jenny Tarafder
- Ms. Bianca Cespedes
- Mrs. Raluca Danila
- Ms. Amber Boateng
- Ms. Michelle McNamara
- Mr. Marian Panaite
- Mrs. Luana Neto
- Mr. Sammy Avendaño

Practice Staff

Summariser: -

- Ms. Vijayakumar Thamaraiselvi

Medical Secretaries: -

- Mrs. Lore Chan
- Ms. Ivy Chan

Practice Manager: -

- Mr. Riz Husain

9 practice health champions: -

- Chair yoga
- Walks in the park
- Patient support & wellbeing
- Administrative help

PCN 5 Barnet

- PCN 5 - collection of 6 geographically close practices:-
 - St George's Medical Centre
 - The Phoenix Practice
 - Dr Azim & Partners
 - Ravenscroft Medical Centre
 - Pennine Drive Surgery
 - Greenfield Medical Centre.
- 60,000 patients
- Share some practice staff (ARRS staff)
- Covid vaccine mobilisation
- Work with local communities who do not access health care routinely
- Food bank

PCN Staff

1. Dr. Nayeem Azim (Clinical Director)
2. Mr. Abraham Azim (Administrator)
3. Mr. Shayne Payen (Administrator)
4. Ms. Hamdi Moallim (Pharmacist)
5. Ms. Inass Ibrahim (Social Prescriber)
6. Ms. Hawa Latify (Social Prescriber)
7. Mr. Barry Kleinberg (First Contact Practitioner)
8. Mr. Ghulam Adel (First Contact Practitioner)
9. Mr. Geoff Flores (First Contact Practitioner)
10. Ms. Waheeda Hewad (Mental Health Practitioner)

NHS established 1948

3 principles of NHS:-

- Meets needs of everyone
- Free at point of delivery
- Based on clinical need not ability to pay

Average life expectancy:-

- 1948 - age 68
- 2023 – age 90



Context 2023

- More challenges than ever before
- Industrial action, nurses, junior doctors, consultants
- Covid delay - months of shut down to cope with Covid emergency x 2 episodes - to support covid illness
- Covid safety - reduced capacity of elective care
- Waits longer, plans for recovery



Context 2023

- Emergency still functioning eg access to 2 weeks appointment if suspected cancer
- Longer waits for all elective care and mental health care
- Surge in mental health difficulties - across Board , elderly - loneliness, isolation, difficulty understanding increasingly digital world
- Children - disruption to education and to normal social activities
- Backlog quantified for secondary care in hospitals
- Backlog present in rest of system - not quantified.
- See patients with problems they have had for months and not sought help.

Context St George's Medical Centre

- General practice and at George's M/c have remained open and seen patients virtually and in surgery every single day. Even in heat of emergency pandemic
- Heavily involved in vaccine roll out with our local practices, saved lives and enabled life to get back to normal
- Currently 3 doctors on maternity leave and difficulty recruiting cover



What type of medical care is performed at SGMC

- On day/short term medical queries.
- Long term condition management – diabetes, COPD, asthma, heart disease, hypertension, epilepsy, learning disability care, mental health support. Inflammatory bowel disease, cancer care, end of life care.
- Vaccinations, injections. Wound dressing/ management
- Blood tests
- Health checks, promotion and prevention (e.g. smoking, pre-diabetes, cervical screening)
- Fitting of coils/ ring pessaries.
- Non NHS work – travel vaccines, non NHS forms – insurance medicals, DVLA medicals

Daily Activity at SGMC

- PATCHS – 120 to 180 per day (includes interactions – 50% approx. resolved solely through PATCHS)
- Face-to-face appointments, telephone appointments, video appointments,
- Phone calls – 220 (includes patients and calls from other agencies – district nurses, London ambulance service, Barnet social services, local hospitals)
- Prescriptions – 165 (please use Patient Access/NHS app for prescription requests)
- Letters (via Docman) - 200
- Case conferences, home visits, meetings, post-death services, appraisals, training, teaching, test results
- This equates to approximately 100 to 150 patient encounters per GP per day.

The future

- More emphasis on chronic - long term conditions
- Moving towards on-the-day simple requests to be dealt with at PCN level
- We want to improve health care & wellbeing for all 12,000 patients
- Aware vulnerable patients - need more support
- Work together with you – hear your voice
- How can you help us to help you???



Questions