

Paxton Green Group Practice, PPG

Tabled Questions

13th March 2015

1. *Please can you clarify temporary patient registration?*

If a patient needs to be seen by a GP whilst they are staying away from their usual GP patients can register temporarily with a GP near where they are staying if they are ill or need medical advice whilst away from home.

Patients will still remain registered with their permanent GP, but can see their temporary GP for up to three months. After three months you will have to re-register as a temporary patient or permanently register with that practice.

The temporary GP will pass details of any treatment you have to your permanent GP, who will add the information to your medical records.

2. *Please clarify what the 'out of hours' service is?*

Out of hours is a service which is provided for patients who need clinical advice when their General Practice is closed. At Paxton Green Group Practice this is covered by Seldoc which is based at East Dulwich Community Hospital, London, SE22 8PT, and can be contacted on 020 8693 9066. Patients can also attend the local walk in centre Gracefield Gardens, Streatham, London, SW16 2ST which is open seven days a week between 8.00am to 8.00pm.

3. *Does Paxton Green Group Practice consider that it would be more patient-centred and help alleviate pressure on Kings A & E to have a W & W clinic or a book on the day appointments clinic over four day bank holiday periods at Christmas and Easter?*

Over the Christmas and Easter period if a patient needs access to Healthcare rather than attending A&E patients can visit their local pharmacist or visit the Out Of Hours Service Seldoc or Gracefield Gardens.

4. *What is the Practice's policy on email communication between patient and GP? How does it operate in practice? Are there any issues associated with it?*

At Paxton Green Group Practice patients can request to sign up with their regular GP to have email communication. There are certain ground rules which must be followed. The request for email communication between patient and GP can be refused and not all of our GPs do use email communication. We do not currently have any issues with email communication.

5. *What does the government's recent announcement of a payment to GPs of £55 for each new dementia diagnosis between now and the end of March mean for Paxton Green Group Practice? What will be the benefits for any patients diagnosed under this scheme?*

We have not yet been paid for this scheme however due to our practice prevalence (5% over the age of 75years) we do not hold a high register of patients with a diagnosis of dementia.

6. Since the August PPG meeting there has been news of proposals for changing patients' access to their GP practice. How does PGGP propose to respond to them?

a. No Practice catchment

i. We have signed up to this pilot, please see attached document for guidance on the Out Of Area Registration.

b. 7 day services

i. We did not apply for this optional pilot.