

Dr Rachel Charge & Dr Tatjana Djordjevic
North Kensington Medical Centre
St Quintin Avenue, London W10 6NX Tel: 020 8969 5151 Fax: 020 8960 6040
www.northkensingtonmedicalcentre.nhs.uk

Attendance:

Tatjana Djordjevic, Rachel Charge, Travis Darko, Malcolm Mackenzie, Jeremy Raphaely

STAFF UPDATES:

- **Travis:** Taking on senior administrator role – full time
- **HCA Cherelle:** Works 2 full days (Wednesday's and Fridays)
- **HCA Pooja:** Works at the practice full time
- **Senior Nurse** – Works every Tuesday
- **ARS GP Dr Mohammed Mahshin** – Works every Monday
- **Receptionist: Claire**
- **No current social prescriber.** Staffing gap therefore service suspended

SERVICE UPDATES:

- Enhanced Service schemes still running for this year i.e mental health, diabetes, ECGS
- No longer have access for direct booking for Smoking Cessation
- To address Weight Management on the website
- My Care My Way now taking place on the premises on a Thursday rather than St Charles – RC patients
- My Care Way Clinic run by Mitch on Tuesday Mornings for TD patients

Discussed issues with Patchs and how we can improve, i.e prescription requests to send texts to patients “we have received your request and it has now been passed on to “

JR was unable to attend afternoon session and was wondering if another session could be run or a member of staff at the practice appointed when needing help with patchs.

Telephone calls should not be given in an accurate time slot. This issue is most experienced with the doctors. To feedback to all doctors that calls should be made within the hour.

There are limited telephone appointments to book 2-weeks in advance, these are released every Monday.

Problems discussed with call backs. Phone seems to ring once before is cut off. Feels that this is demanding on the patient. Discussed that rings 10x on our end and complexities about using I cloud discussed.

Note to staff that blood test should not be booked after 2pm. Lack of communication with blood tests going missing and patients not being contacted to attend for a new one.

No complaints raised