

# Patient Participation Group

## Minutes

Tuesday 18<sup>th</sup> September 2018

Stoke Gifford Medical Centre

Attendance: Alison Emsley; Norma Bradley; Jan Brunwin; Antonios Antoniou; Pat Kelly; Alyson headley; Margaret Philips; Adrian Kerton; Aasha Wade; Gavin Richards

Apologies: John Osbourne; Barry Parker; Trish Fowler; Karen Amegashitsi

### 1. Mins from last meeting:

- a. Email for appointment booking and communication: As per the minutes, there would be too much delay in correspondence to make this workable as so will not be pursuing this at moment.
- b. Feedback to Jhoots to be pursued.

### 2. Dates for Flus clinics – any volunteers

Tues 25 <sup>th</sup> Sept 1-5pm	Weds 10 <sup>th</sup> Oct 1-5pm	Tues 16 <sup>th</sup> Oct 4-7pm	Sat 20 <sup>th</sup> Oct 9-12	Thurs 25 <sup>th</sup> Oct 1-5pm	Sat 3 <sup>rd</sup> Nov 9-12	Weds 7 <sup>th</sup> Nov 1-5pm	Tues 13 <sup>th</sup> Nov 4-7pm	Sat 17 <sup>th</sup> Nov 9-12	Thurs 22 <sup>nd</sup> Nov 1-5pm	Tues 27 <sup>st</sup> Nov
SG	CMC	SG	CMC	SG	SG	SG	CMC	SG	CMC	TBC
>65yrs	>65yrs	2/3yrs, at risk child & adults <65yrs	2/3yrs, at risk child & adults <65yrs	> 65yrs	2/3yrs, at risk child & adults <65yrs	> 65yrs	2/3yrs, at risk child & adults <65yrs	2/3yrs, at risk child & adults <65yrs	> 65yrs	>65yrs

### 3. Business Planning away day – achievements

- a. Reviewed Progress from 2017 business meeting and had actioned the majority of the changes identified. We then looked at the patient survey data. Most notable improvements were as below.

	2017	2018
% of patients who find it easy to get through this GP practice by phone	44%	55%
% of patients that find the receptionists at the GP practice helpful	73%	86%
% of patients who waited 15 minutes or less after their appointment time to be seen.	53%	76%

- b. We also reflected on the Friends and Family Test that shows that on average about 85% of pts would recommend or strongly recommend SGMC and CMC to Friends and Family. We survey about 100 random patients per month and this is consistent.
- c. We repeated a Staff Survey with some very pleasing results. Engagement measured by response rate was significantly improved with all areas show a positive trend. We have identified a number of steps we want to take around internal communication.

Feedback from	2015	2018
GP / Partner	4	8
Nursing Team	2	8
Reception Team	3	9
Admin and Operations	7	15
	<b>16</b>	<b>40</b>

Oct-15	Very Poor	Poor	Ave	Good	V Good	Total
<b>Decision Making</b>			5	8	2	<b>15</b>
<b>Working Environment</b>				10	5	<b>15</b>
<b>Team Working</b>		1	2	11	1	<b>15</b>
<b>Conflict Handling</b>			1	13	1	<b>15</b>
<b>Internal</b>						
<b>Communications</b>			3	9	2	<b>14</b>
<b>Work Life Balance</b>		5	3	6	1	<b>15</b>
<b>Change and Innovation</b>			1	9	5	<b>15</b>
Sep-18	Very Poor	Poor	Ave	Good	V Good	Total
<b>Decision Making</b>	0	0	5	26	9	<b>40</b>
<b>Working Environment</b>	0	0	2	20	16	<b>38</b>
<b>Team Working</b>	0	0	2	17	19	<b>38</b>
<b>Conflict Handling</b>	0	0	5	29	5	<b>39</b>
<b>Internal</b>						
<b>Communications</b>	0	2	7	22	8	<b>39</b>
<b>Work Life Balance</b>	0	4	4	20	11	<b>39</b>
<b>Change and Innovation</b>	0	0	4	22	13	<b>39</b>

4. Accurx – text messaging facility. Trailing a number of text message services to improve how we communicate with pts. Accurx sits in EMIS and has a number of template messages that we can use to inform patients of results, medication review requirements etc. It also writes directly to patient notes so is very auditable. All staff are using it but we can see it as a very valuable tool to support the reception team in signposting.
5. Friends and Family Test / Patient Survey – see new board with results of tests in waiting rooms but averaging at 85% and 89% in Aug.
6. Staff –
- a. New partner. Dr Hussain joined the practice in May and is settling in very well.

- b. New Minor Illness Team.
  - Mrs Joanne Jenkins
  - Mr Oliver Brown (Paramedic Practitioner)
  - Mr Matthew Dixon (Paramedic Practitioner)

Mr Dixon and Mrs Jenkins are both currently undertaking their non-medical prescribing course and Mr Brown will start his in new year.

- c. Trainee Doctor – Dr Cat Roper joined us in August to start her GP training and will be working with Dr Young at CMC.
- d. HCA Apprentice – our second HCA apprentice was offered a FT post having successfully completed her Level 3 Apprenticeship.
- e. New TR Nurse – we have added 16 hours of treatment room nursing as we were finding that we were struggling to provide enough appts in this area of growing demand.
- f. Admin Apprentice – a apprentice joined our admin and reception team in July. This is our 3rd such post.
- g. Reception Bank. We have invested considerable time in creating a bank of receptionists so we can make sure that our cover is in place all the time. Many of these are now permanent staff and doing very well.

#### 7. Any other business

Phones. One complaint that phones were cutting off and taking a long time to answer however a number of other PPG members reported no problems at all in getting through and making appt.

Reception. Comment that Reception do not apologise for any delay in answering. Other PPG members mentioned that reception had apologised. DG requested to remind reception about apologising for delays / thanking pts for waiting.

Remote Consultations. GR to consider if Skype could be used for housebound reviews?

Compliments on Flus display from PPG.

Webpage – link to home BP is not easy to find. GR to see if this can be made more prominent.

JHoots – feedback that a lot of patients are switching from Jhoots as dissatisfied with service.

Repeat dispensing – question about how this works and what happens at review date. GR to get details and feed back.

Thank you to Dr Bodey for care of patient at Os Ct and for working with home to prepare family and friends for decline in health and how to achieve a good death.

Date of next meeting - Tues 4<sup>th</sup> December from 6pm.