

Patient Participation Minutes 09.02.2023

Attendees:

MG – Practice Manager
CK – Assistant Practice Manager
HC – Admin Assistant

Patients:

GR
EL
DM
SG
TB
GZ
SS

1. Introductions and consent forms

All patients except GZ were at the previous meeting. We did have more responses and we had 19 patients interested in coming today but they didn't come – hopefully they attend next time.

2. Action from last meeting

SS asked at our previous meeting if we continued with the Over 75 health check. MG has spoken to the nurses who stated it is not something they routinely do now but if patients would like one the nurses are happy to carry this out.

3. Some Sad News

Unfortunately, Dr Thayalan who was a GP at the surgery for many years sadly passed away in December. R.I.P

Sylvia who was a past receptionist many years ago also passed away recently. R.I.P

Both will be sadly missed by many.

4. New Members of Staff

As previously discussed we now have a new physician associate who joined in November 2022 called Emanuel, who has replaced Ruari who left in June. Emanuel can deal with many issues, but receptionists will ask before booking to ensure this is something he can deal with. Emanuel cannot prescribe but can inform the GP if they feel the patients needs medication and this will be signed off. His employment has helped us a great deal as we now have more

appointments to offer as he works 5 days a week. We have had good feedback from patients who felt he was very thorough and friendly.

We also have two pharmacists – Saira and Chidera. Saira is the head pharmacist of the PCN and deals with asthma and hypertension reviews. She also carries out SMR (Structured medication reviews) to ensure you are getting the best from your medications. Saira has replaced Ahmed who left last year.

Zehleamat is our new Mental Health Practitioner, replacing Kaloula. The GP can refer to her if needed.

5. Changes to phone system

We have continued to see great improvement in the telephone system, since we made the changes late last year. We changed the sign in time for Dr Said's walk in clinic to 7.30am so that when phones are in operation at 8am our staff members are focused on these. The telephone message now says to call back after 11am for routine queries and receptionists are also reminded to inform patients about this. We continue to always have 4 members of staff answering the phones until 9.30am and if we are short-staffed Hollie and Caron help.

Marion has compared the phone data from October 2022 to recently which shows a great improvement. Back in October 2022 we were averaging around 200/300 missed calls a day whereas lately we are only showing around 25 a day. The changes we have made have improved matters extremely and we are heading in the right direction.

6. Survey Results

We continue to carry out monthly meetings with the CCG who are helping us prepare for our next CQC visit. They recommended carrying out another survey with more detailed questions which is now sent electronically the day after your appointment. To date, we have received 280 responses and aim to have 400 by the end of the month, which we will then stop. A PPG member was asking how she can respond as she does not have a smart phone, but we have paper copies available at reception which she can pick up afterwards. This will then be inputted into the questionnaire so her answers are included.

MG stated that the Family and Friends survey has to be reported on every month so this will be continued to be sent as requested by NHS England.

A PPG member asked if CQC look at this data, MG has informed that the CQC look at the NHS choices website to see patients reviews before visiting us. This can be accessed on Google.

MG has given all PPG Members an up-to-date copy of the survey data survey so far to take away. This has shown much improvement since our last survey.

7. Did not attends (DNA)

MG attended a practice meeting this week and DNAs were discussed. We used to send letters to patients who DNA'd 3 appointments but we have since changed this.

Other practices have found that sending a text message the day after the patient has DNA'd has improved their DNA rate. HC stated that in January 2023 alone we had 250 DNA's which is 250 appointments other patients could have had.

It is very easy to cancel an appointment, you can leave a voicemail on the phone system or you can reply "CANCEL" to your text reminder.

One PPG Member is worried that a mix-up with his December 2022 appointment went down as DNA – HC will check this and rectify if so.

8. CQC Visit

The CQC will be visiting us in the next few months. We have made many changes will we hope will improve our rating to "Good". At the moment we are "Requires Improvement"

One PPG Member asked if we receive the rating straight away but MG explained it takes a few weeks for the full report. This is published on both the surgery website and the CQC website which any one can access and read.

PPG Members kindly asked if there was anything they can do to help us. We will inform them nearer the time if anything is needed. Thank you! 😊

9. Flu Vaccinations

Unfortunately we currently have around 500 spare flu vaccinations which will expire soon. Patients are reminded that if they would like one we are now vaccinating anyone over 18 who would like one as a one-off this year. One PPG member asked if we can return them but they will only accept 200 of these, the other 300 will go to waste.

Since Covid, NHS England have allowed 50 – 64 year olds who have no long term health conditions to be vaccinated but we have found the uptake to be poor. For this reason we have not ordered as many next year. We are also finding that a lot of patients are visiting the pharmacies for their vaccine as they have earlier delivery dates. We have an earlier delivery date for Winter 23/24.

AOB

- Accurx Triage – All PPG members who have used this were very impressed. The link states that it takes 4 days to receive a reply but MG has informed it is usually quicker. A PPG Member stated that if more patients used this rather than phoning, this would release the phone calls for the elder population who cannot use advanced technology. You can also use Accurx on behalf of somebody else ie a parent/

grandparent. We have tried to advertise this for more patients to use – and will continue to do this.

- Patient Access – A PPG Member is very impressed with patient access for prescription ordering. It was requested and signed off by the GP within a day and ready to collect from the pharmacy. This is a quicker way as it bypasses the admin team and the request goes straight from the patient to the GP.
- TV Screen – A PPG Member has noticed that a few slides on the scrolling board are outdated, for example mentioning changes from 2017. HC will look into this and delete old information and see if there are any newer ones to add on.
- A PPG member suggested it would be a good idea to advertise ways of improving your health – eg, exercise, diet. We will see if there any videos about this to add to the screen. Another mentioned there are items like this on the NHS app too, which she states are very useful and informative.

Next Meeting Thursday 11th May 2023 at 12.30pm (depending of CQC inspection date)