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PATIENT PARTICIPATION GROUP

MINUTES OF THE CORE GROUP MEETING HELD ON 4 JULY 2023

PRESENT

|  |  |  |
| --- | --- | --- |
| Dr. D Gill (DG) | Sasha Thurgood (ST) | Cassie Robinson (CR) |
| Neil Huntingford (NH) | Paul Thompson (PT) | Jim Snaith (JS) |
| Alison Richardson (AR) |  |  |

APOLOGIES

|  |  |  |
| --- | --- | --- |
| Richard Fryer (RF) | Polly Healy (PH) |  |

**WELCOME**

NH welcomed everyone to the Meeting. Apologies were received from Richard Fryer and Polly Healy.

**MINUTES OF THE PREVIOUS MEETING**

The Minutes of the Meeting were approved. PH was thanked for producing excellent minutes in the absence of AR.

**PPG – THE WAY FORWARD**

Sunbury Matters

* Following the most recent article featuring the impending new website and refreshed artwork display in the patients’ waiting room, subjects for future articles were discussed.
* It was agreed that the September issue could promote the SHC ‘flu vaccination clinics and the benefits of being vaccinated. It was suggested that there could be a short reference at the end of the article advising patients that any further Covid booster programmes will be managed at a national level, and not involve local GP Practices. This may save patients ringing the Practice to make enquiries.
* Work on the next article in the series of featuring different roles within the Practice (Receptionist) will also commence.
* At some point in the autumn the key results from the Patients’ Survey will also need to be accommodated.
* As some key statistics regarding appointments and contacts with the Practice were shared later in the meeting (see SHC Update), it was suggested that an article at the end of the year could make patients aware of the sheer volume of requests being managed. For example, the average number of enquiries that SHC receives typically exceeds 10,000 per month.

The Patients’ Survey

* The Survey has now closed, with a total of 1,545 questionnaires submitted. As well as the quantitative responses, around 1,800 qualitative comments were made by patients. The number of returns is by far the most received from any PPG Core Group survey. The only ‘glitch’ was that the QR posters were found to be not working initially. This was swiftly remedied once the problem was identified.
* Sources of responses were:
* Patient Text 1,306
* Websites (SHC/Facebook/ PPG) 155
* Sunbury Matters/LOSRA 42
* Posters/waiting room screen 24
* Paper submissions 18
* Initial analysis shows:
* Of the 1,135 patients who responded to a question about how satisfied they are overall with SHC, 87.5% are either ‘very’ or ‘fairly’ satisfied.
* Out of 67% of respondents who confirmed they have used the online booking system, 78.5% are either ‘very’ or ‘fairly’ satisfied with it.
* More detailed analysis will now be carried out, with the PPG Core Group producing a report for the Practice to consider. This will be available for patients to access in the autumn.
* CR was thanked for all her hard work in setting up and running the survey.

Artwork for the Waiting Room

* The new artwork is now on display in the waiting room, replacing artwork produced by pupils from St Ignatius School. NH has written to the school asking if they would like the artwork back, or if the Practice can continue to display it in different locations within SHC.
* As well as inviting artists via the latest article in Sunbury Matters to offer artwork for the Practice to display, NH has made contact with someone who may be in a position to offer further artwork in the future.

**SHC UPDATES**

New website

* Whilst the exact date that the new system will ‘go live’ has yet to be confirmed to the Practice, it is likely to occur during week commencing 31 July.
* Plans are underway to make sure SHC is ready for the changeover, including staff training. Fortunately, staff are already familiar with the operating system (ACCURX) and the new website is much simpler to navigate and intuitive to use.
* A few days before the new website is launched the existing one will need to be shut down so that outstanding patient requests and other data can be cleared. Communication with patients in advance of and during this time will be very important.
* Whilst the website is unavailable, there will inevitably be increased pressure with patients ringing in or attending the Practice. There are plans to divert staff from other duties so that more resource is available to attend to patient requests.
* NH was asked to supply a suitable image to use as ‘wallpaper’ for the new website.

NHS App Ambassadors

* CR asked if any members of the PGG Core Group would be interested in becoming ambassadors for the NHS App, to help encourage more people to use it.
* Training on the NHS App would be provided, with ambassadors then speaking with patients about how to use it and the benefits.

’Flu Vaccination Clinics

* Provisional dates for the delivery of the ‘flu vaccine have been given to the Practice, with invitations going out no earlier than 1 September. Initial clinics will focus on those aged 65 and over, with later clinics also offering a ‘flu nasal spray vaccination for children.
* DG invited members of the PPG Core Group to act as ‘stewards’ during ‘flu clinics; a role they undertook prior to the Pandemic. He also suggested that reintroducing cake sales during the clinics would also be welcome.

Statistics – May/June 2023

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| --- | --- | --- |
|  | May 2023 | June 2023 |
| Appointments offered | 7,194 | 7,493 |
| Number of patients not attending appointments | 336 | 318 |
| Telephone calls answered | 4,957 | 5,232 |
| Online requests processed | 5,441 | 5,326 |

Patient Services

* Ear micro suction continues to be popular with patients, with an additional person being trained up to expand the service.
* Minor surgery clinics continue - a service that patients were keen to see resumed following the Pandemic.
* Acute Illness clinics continue to run at Ashford Hospital, offering around 70 appointments per week, including Saturdays. This releases up appointments for patients to attend at SHC. Quite often, GPs who normally work at SHC also take part in these clinics.
* The Clinical Pharmacist team of 3 are offering varied services to patients and have full clinics on most days.

Staffing

* DG reported that staffing levels remain stable.
* Two new trainee doctors will be welcomed in August to replace the current trainees who will have completed their placement with the Practice.

Premises

* Whilst CIL funding has been ringfenced for the Practice, a contract remains to be produced and signed. No further news has been received on this.

**COMMENTS, COMPLAINTS AND SUGGESTIONS**

* The way in which patients are contacted for feedback following a face-to-face appointment has changed. The contract with Mjog ended on 30 June, with ACCURX now managing the system. An initial text requesting feedback links the patient to a website to complete and submit a short form. Concerns that this could deter patients from giving feedback seems to be unfounded, as 733 responses were received in June (with the majority rating their experience as ‘very good’ or ‘good’) as opposed to 483 responses from all sources received in May.
* There were 5 informal verbal compliments paid to staff by patients in May and 4 in June. Some were accompanied by cakes, which was very much appreciated!
* There was 1 official complaint in May, and 5 in June.

**FUTURE MEETING DATES**

* Patients were asked in the Patient Survey if they would attend Open Meetings if they were reinstated. The highest percentage of responses shows that patients are ‘not sure’. It was suggested that once the funding for building works is available it may be an opportune time to hold such a meeting to explain plans for improving patient services.
* NH mentioned that he is unable to attend the September Core Group meeting. PT agreed to chair in his place.
* The provisional Core Group meeting dates for 23/24 previously circulated were adopted, with one amendment moving the March 2024 date from 5th to 12th of the month. Future dates are:
* Tuesday, 05 September 2023
* Tuesday, 07 November 2023
* Tuesday, 09 January 2024
* Tuesday, 12 March 2024
* Tuesday, 30 April 2024
* Tuesday, 25 June 2024

**ACTIONS:**

JS To draft a Sunbury Matters article on the role of Receptionist

NH To supply a suitable image for use on the new website

All To advise NH if interested in becoming a NHS App ambassador

NH/PT/AR To produce a report for the Practice on the results of the Patient Survey

ST To forward a copy of current non-NHS charges to PH for the PPG website