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PATIENT PARTICIPATION GROUP

MINUTES OF THE CORE GROUP MEETING HELD ON TUESDAY, 02 MAY 2023

PRESENT

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| Richard Fryer (RF) | Sasha Thurgood (ST) | Cassie Robinson (CR) |
| Neil Huntingford (NH) - Chair | Paul Thompson (PT) | David Buttler (DB) |
| Polly Healy (PH) - Minutes |  |  |

APOLOGIES

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| Dr. D. Gill (DG) | Alison Richardson (AR) | Jim Snaith (JS) |

WELCOME

NH welcomed everyone to the Meeting. Apologies were received from Dr. Gill, Alison Richardson and Jim Snaith.

MINUTES OF THE PREVIOUS MEETING – TUESDAY, 07 MARCH 2023

The Minutes of the Meeting were approved and signed off.

PPG – THE WAY FORWARD

Sunbury Matters:

JS was thanked for the full-page article in the magazine about the upcoming Patients’ Survey (page 45). It is hoped that the Practice will be able to obtain copies for patients in the Waiting Room.

Re. the QR Code (Quick Response Code) in the article: patients just need to point their telephone cameras to the code and a yellow box will appear at the bottom of the screen giving them access to the web page containing the Survey.

The Patients’ Survey

The Survey is already uploaded. It will not become active until 09.30am on 09 May and will be available until 6.00pm on 06 June. The QR code will also be displayed on the Waiting Room’s screen for patients to access and complete onsite. The Survey should take no more than 10 minutes to complete.

CR produced paper copies of the Survey following a few minor amendments/adjustments. A ‘preview link’ will be sent to the PPG in order to see how the Survey appears on SurveyMonkey. Any further amendment must be received prior to 09 May.

On SurveyMonkey, CR has been able to set up ‘different data collectors’. The QR codes will differ in order to identify the sources of the completions. This will encompass additional and interesting statistics by breaking down numerically the means by which patients responded … paper version, Sunbury Matters, SHC / PPG websites and Facebook, for instance. Someone from the PPG will assist in the inputting of the paper versions onto SurveyMonkey, commencing halfway through the ‘open’ allotted 4-week time.

NH thanked CR for this major and excellent piece of work, stating that it is above and beyond what was expected, and that the analysis information will indeed be interesting.

It was agreed that information regarding the Survey should be sent to be included on the LOSRA (Lower Sunbury Residents Association) website. The QR code used will be the same as the other on-line web code. NH will approach LOSRA.

ACTION

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| Switch on Survey on 09 May and conclude it on 06 June 2023 | CR |
| Place the QR code and information on the Waiting Room screen | CR |
| PPG to assist with the paper information input | ALL |
| Approach LOSRA to advertise the Survey on its website. | NH |

Artwork for the Waiting Room

NH has been working with an artist who will be framing new artwork to be ready for collection by 04 May. NH will then work out all the spacing relating to the display and will contact RF to arrange a suitable time to erect the paintings.

NH will contact the provider of the current artwork to ask if the paintings should be returned or whether it could be agreed that the work be displayed in other areas of the Practice. (The paintings could be erected using ‘3m Command Picture Hanging Strips’ – a sustainable, safe and efficient method that eliminates damage to walls).

ACTION

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| Collect and hang the new artwork. | NH |
| Determine the outcome of the previous display. | NH |

SHC UPDATES

Broken Machinery:

* The Check In Machine – A new one is ordered. There is likely to be a 12 week wait until delivery and the cost c. £2,000. A new sign will be displayed on the machine informing patients of its pending renewal.
* Microsuction Machine – Options as to whether to purchase a new machine are being looked into. The lead-time on its broken part is a matter of days.

Facemasks

* The wearing of Facemasks is now optional, while vulnerable patients (those with respiratory systems, a temperature or advised to wait outside) are still advised to wear them.

Monthly Practice Update Meetings

* Fire compartmentation work will commence in June 2023. This will involve the creation of manageable areas at risk – such as fire doors to control/slow the spread of a fire.
* Most of the work will be done during opening hours, although the entrance to the building will have to be done out-of-hours, owing to patient access during the day.

Statistics – March 2023

* 8,378 appointments were available in March.
* DNA’s (Did not Attend) were up at 453. Most of these were pre-booked appointments. This is a percentage of approximately 4% - 5% of appointments. (The national average is circa 8%).
* It was suggested that the Practice publish regular statistical updates, to raise patients’ awareness around the impact of DNAs on other patients.
* Figures could be published in Sunbury Matters – possibly as a footnote to the SHC page - and on the Waiting Room screen. However, it is important not to create a negative impact and more to convey a positive guide on the simple processes to inform the Practice if appointments need to be cancelled. This would then offer more appointments to patients.

Complements and Complaints

* Four complaints were received. Some useful changes have been made as a consequence.
* Seven complements were received outside the Family and Friends mechanism. These were in the form of a letter, a card, chocolates, etc.

Traffic

* 5,791 telephone calls were answered with 5,943 footfalls = 11.734 patients making contact.
* The online opening times have been revised and this has proved to be extremely helpful – especially in relation to triaging. This has been in place since the end of January. The hours are:
* Monday – Friday, 8.00am – 10.00am.
* Monday – Thursday, 7.00pm – 8.30pm (these will be triaged on the following day).
* Following a triage, most appointments are offered within 24 hours and others within a week.
* Outside these times, patients may still call the Practice Monday–Friday, 8.00am – 6.00pm.
* It was suggested to notify patients (via the SHC website, Facebook and the Waiting Room screen) that this Pilot Scheme on revised timings has been completed and proven to be very beneficial. These new timings will now be taken forward.

Flu Inoculations

* The over 65-year-old cohort was well on target.
* The 50 – 64-year-old cohort was added during Covid and the demand was high. The demand this year, however, has been poor, despite multiple text messages and invitations being sent out.

Patient Feedback

* The MJog Friends and Family overview for March showed ‘patient recommendations’ re the Practice to be as high as 95%.
* The Practice will shortly be undertaking the K041B Annual Return on complaints.
* There were 56 complaints in the current year (with a couple carried forward from the previous year).
* The Practice will report that 22 complaints were upheld, 17 were partially upheld and 17 were not upheld.
* The complaints range largely around making appointments – moving from online appointments during Covid to the availability of face-to-face appointments at Reception.

Staffing

* One Secretary has now left and has been replaced.
* One Care Co-ordinator has now moved on. The replacement will be from within the Practice and the number of Care Co-ordinators is planned to be increased by one.

Premises

* RF and PT have been in regular contact re. the CIL funding ringfenced for the Practice.
* PT has spoken with the Chair of the Environment Sustainability Committee. This is one of the Committees that will be taking over.
* All that remains now is the signing of the Contract.
* The Practice partners will have to agree what elements they will have to pick up the costs for.
* NHS Property Services is likely to put a Lease in place (there has not been a Lease up to this point).
* The Practice will require clarity concerning service charges and the controlling of utilities (a cap on service charges, etc.)
* RF will be seeing an NHS Property Services Manager on 03 May in order to discuss these issues.

Access

* There is a great emphasis on Access in the GP Contract for this year, with more weight being given to the provision of appointments, etc.
* The appointment messaging will come via a system known as ACCURX and the website will be a separate system known as MJOGLIVI.
* This new system will be introduced within the next couple of months.
* It will be badged with the SHC logo, and the system will be much simpler to navigate.
* It links far more into the NHS App which is generally easy to use.
* The new website will have the same front page ‘tiles’ as the present site has and it will focus on the key tasks.
* It will be easier for the Practice to use internally and enhance the triage processing procedures.
* Thoughts must now be given as to how to prepare the patients for this change – eg: the usual methods, Sunbury Matters, PPG website, Waiting Room screen, etc.

Sunbury Matters

* Sunbury Matters will not be published in August, but there will be a double issue in July.
* The content for the July issue should be in place in June and preparations should be commenced now.
* A Sub-Meeting can be called to discuss the content.
* The next article will be re. the Practice’s Trainee Doctors and it is ready to go to approval before being signed off.
* The article following the Trainee Doctors will, therefore, be the one about Access.

ACTION

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| For Sunbury Matters: Consider putting a regular footnote statement at the bottom of the SHC monthly page showing some of the statistics. | JS |
| For SHC website, Facebook and Waiting Room: Inform patients that the Pilot Scheme for the online Form times will be maintained … and state the times. | CR |
| Arrange a Sub Meeting to discuss content for Sunbury Matters in June and July. | NH, RF  JS |

PG WEBSITE

PH reported on the PPG website traffic:

* No contacts from patients finding it difficult to work through the Practice’s website received in the past two months.
* 157 visits to the site in the last month with the highest number of visits occurring on Monday, 24 April 2023 and with an average of 2 pages viewed per visit.
* The highest 3 pages visited were:
  + Ear Microsuction
  + The Media re. the Practice, highlighting that people are reading the SHC Sunbury Matters inputs.
  + Useful Websites.

Useful Websites

* Numerous contacts from American health organisations were received asking to be mentioned on this page of the site.
* These organisations have been put on the PPG site with a statement that these are American sites, but one might find the information given to be very useful.

FUTURE CORE MEETINGS DATES

* RF mentioned that he would be unable to attend the meeting scheduled for Tuesday, 04 July.
* ST and CR are happy to represent the Practice should Dr. Gill be unable to attend.

Future Dates at 3.30pm to be held at Sunbury Health Centre.

* Tuesday, 04 July 2023
* Tuesday, 07 September 2023
* Tuesday, 07 November 2023
* Tuesday, 09 January 2023
* Tuesday, 05 March 2024
* Tuesday, 30 April 2024
* Tuesday, 25 June 2024

SIGNED:

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