



PATIENT PARTICIPATION GROUP

MINUTES OF THE CORE GROUP MEETING HELD ON 9 JANUARY 2024

PRESENT

Neil Huntingford (NH)	Paul Thompson (PT)	Alison Richardson (AR)
Polly Healy (PH)	David Buttler (DB)	Richard Fryer (RF)
Cassie Robinson (CR)	Sasha Thurgood (ST)	Linda Teahan (Guest)

APOLOGIES

Dr D Gill (DG)	Jim Snaith (JS)	
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WELCOME

NH chaired the meeting and welcomed everyone, introducing Linda Teahan who has expressed an interest in joining the PPG Core Group. Apologies were received from Dr Gill and Jim Snaith.

MINUTES OF THE PREVIOUS MEETING

The minutes were deemed to be accurate and adopted.

PPG – THE WAY FORWARD

Sunbury Matters

- The next article for Sunbury Matters will appear in the March issue, with a submission deadline of 12 February 2024. The topic will be an update on the Patient Survey and next steps.

- As the meeting progressed potential subjects for future Sunbury Matters articles were identified, to be published when there is useful information to share with the patient population. The topics are:
 - ❖ 'Ring back' function of SHC telephone system
 - ❖ NHS App developments and improvements
 - ❖ Referral process signposting
 - ❖ 'Pharmacy First'
 - ❖ Role of the administrative team at SHC
 - ❖ Patient Survey action plans and progress.

Patient Survey

- The Patient Survey report has been submitted to RF and circulated to the Partners. AR was thanked for undertaking the analysis and producing the report.
- Whilst awaiting feedback from the Partners, RF commented that there were a number of recommendations that resonate with him. It was agreed that RF will meet with the Patient Survey sub-group by the end of January/early February to agree a Sunbury Matters article.
- Once the Partners have reviewed the report it will be published on the SHC and PPG websites for patients to read.
- Actions agreed - and progress made - as a result of the report will be discussed during future Core PPG meetings and published via Sunbury Matters.
- It was suggested that the Patient Survey should be run every 2 years (rather than every year) so that there is time for improvements to be introduced, 'bedded in' and experienced by the patient population.

NHS HEALTH CHECK

- NH has undertaken some research and identified an NHS Health Check service for people aged 40-75 via Surrey County Council website's 'Better Health' link. The service is available through participating Pharmacists.
- NH will book and attend a Health Check and report back on his experience. He will also ask about the upper age restriction and how the results link back to patient records held at SHC.

- Some patients may have received a letter regarding the 'Our Future Health' research program, inviting them to undergo a health check (including blood pressure and cholesterol checks) and have blood samples taken. It is not clear whether these results are sent to SHC.

SHC UPDATES

'Pharmacy First'

- A previous national initiative to offer patients the opportunity to have an appointment at a local pharmacy for a variety of minor ailments was not particularly successful. A new national initiative will be launched to encourage people to seek help from a local pharmacy rather than their GP for a limited number of health issues, with the pharmacist being able to prescribe medication (in addition to being able to suggest 'off the shelf' remedies).

NHS App

- The NHS App is being redesigned, and videos developed to help people understand how to download and use it. AR suggested that it was as important to help patients understand the benefits of doing so.

SHC Patient Services

Referrals Service

- There was a reminder that patients are able to contact the Referrals Support Service to check on the status on their onward hospital referral. Patients are encouraged to do this themselves by calling 0300 561 1222 or using the NHS App.

Wound Care Service

- The Practice is now able to book patients into clinics running at Ashford and Chertsey Hospitals on Saturdays for wound care e.g. removal of stitches, dressings. Previously, patients only other option was to attend a Walk-In clinic. This new service has the benefit of being a timed booked appointment.

'Flu Vaccines

- RF confirmed that the Practice continues to deliver 'flu vaccinations on request, and offer one to patients when they visit the Practice on another matter and their records show they have not had a vaccination for this 'flu season.
- The Practice met its target for delivering 'flu vaccines to patients aged 65+. The take up from patients aged 18-64 with pre-existing health conditions was low, despite the Practice sending out 3 invitations.

Statistics – Annual Review

Data	January – December 2023	Notes
Total Appointments Booked	86,797	Equivalent of 4.5 appointments per registered patient
Number of patients not attending appointments (DNA)	3945	4.5% of total booked
Telephone calls answered	64,377	
Appointment requests received via telephone	38,071	
Website forms received	58,111	Includes 28,076 appointment requests
Referrals sent to hospital (via portal)	7,113	
Prescription Requests	18,542 via website form 20,123 via Patient Access or NHS App Circa 10,000 delivered by hand to Practice	Some prescriptions are for multiple medications
Workflow Team, documents processed	47,185 received electronically	Plus 13,500 by post

Staffing

- RF reported that staffing levels remain stable, with investment continuing to be made in developing staff to further their careers, retain valuable members of the team, offer enhanced services to patients (including through the sharing of best practice) and increase capacity to support greater patient numbers. This investment is being made in both clinical and non-clinical staff.

Telephone 'Ring Back' Service

- The Practice is going to purchase a 'Ring Back' service for the telephone system. This will enable patients to request a call back if they are in a queue of calls. The system will retain their request in the original place in the queue, so they are called back at the same time as their call would have been answered had they stayed on the line. Members of the PPG commented that communication of this service needs to make it clear to patients that they still need to be available to take the call sooner, rather than some hours later.

COMMENTS, COMPLAINTS AND SUGGESTIONS

- During 2023 there were a total of 31 formal complaints and 75 written compliments (e.g. notes).
- Seven complaints were received between October-December 2023, with 1 upheld, 2 not upheld and 4 in progress.
- The Family and Friends feedback via text resulted in 791 responses in November and 667 in December. For each month 92% of patients who responded rated the Practice as 'very good' or 'good'.

ANY OTHER BUSINESS

- PH confirmed there were 481 'hits' on the PPG website in the last 4 weeks, with the busiest day being 27 December. The most visited pages were Appointments, The Media (Sunbury Matters), Ear Micro suction, Useful Websites and the PPG.

FUTURE MEETING DATE

- There is a change to the published date of the next meeting, which will now take place on Tuesday, 19 March 2024, at 3.30pm.

ACTIONS:

RF/NH/PT/AR To meet by end January/early February and agree the content of the March Sunbury Matters article on the Patient Survey. Article to be submitted by 12 February.

NH To report on his experience of an NHS Health check.