The Sunbury Health Centre
Patient Participation Group

Minutes of the Open Meeting held on
Monday 27 February 2017
At Sunbury Health Centre (SHC)

Neil Huntingford (NH), chair of the Patient Participation Group (PPG), opened the meeting and warmly welcomed the approximately 30 patients present, the majority of whom had attended an Open Meeting previously.

NH reiterated the purpose of the PPG and advised that the PPG is keen to recruit a patient who is from an ethnic minority and a patient who is a young parent to join the Core Group. Further details are available on the PPG website.

NH asked members of the PPG to make themselves known (this included **Brian Catt, Polly Healy, Jan Palmer** and **Paul Thompson [Vice-chair]**). The members of SHC who are PPG members were introduced - **Dr Hodson (**deputising for **Dr Gill** who is currently on paternity leave)**, Richard Fryer (**RF, Business Manager), **Sasha Thurgood** (ST, Assistant Practice Manager**)** and **Jackie Sheehan** (Office Manager). **Wendy Doyle, Roz De Lord, Dorothy Linter** had all sent their apologies. **Diana Huntingford** was introduced as taking the minutes.

NH reflected on the many changes that have taken place since the Open Meetings were first established in 2014:

- The improvement in the time it takes for a referral letter to be sent by a doctor.
- The introduction of a text messaging service, which is having a very positive impact on the number of patients who fail to attend an appointment.
- The improvement to the car park (raised at the last Open Meeting).
- The provision of three Open Meetings a year.
- The introduction of local artists' artwork now being displayed in the Waiting Room. The artwork will be refreshed every four months and therefore local artists are encouraged to contact NH if they would like to offer their artwork to be shown at a later date.
- The recent improvements to the appointments system that have almost eliminated the need for patients to queue in the morning.
- NH alerted patients to the current edition of '*Sunbury Matters*' in which SHC is mentioned in the lead article. Next month's edition will include an article about the improvements to the service at SHC.

RF was then invited to provide an update on developments at SHC. Before he began RF thanked the PPG for the support they provide to the Practice. For the benefit of those who had not previously attended a meeting RF gave a brief background to the context of SHC:

- SHC is owned by NHS Property Services (PS)/NHS England, not the doctors.

- 45% of the building is rented to the GPs and 55% to Virgin Health Care (VHC).
- VHC are responsible for the Health Visitors, Midwives, District Nurses, Podiatry and Speech & Language Therapy.
- The building was built to serve a patient population of 6,000 today it is approximately 18,500.
- There are 11 clinical rooms available for use; eight are used by doctors and three by the nursing team.
- Each day there are six or seven doctors on duty, who each provide a minimum of 30 appointments, make approximately ten phone calls and undertake house visits as appropriate.
- There is also a Duty Doctor every day that ensures that everyone who needs to be seen by a doctor that day will be seen. This role is shared, in rotation, by all the GPs.
- A number of new staff have been appointed and many staff will soon be returning from maternity leave.

RF informed the meeting that in April 2017 VHC will be replaced by a new provider – *CSH Surrey*. The staff at the Practice are very keen to meet the new provider with a view to establishing a positive relationship from the outset of the five year contract. RF explained that CSH Surrey is a social enterprise; therefore any profits made are re-invested back into the service. They appear to offer a more integrated service than VHC and RF reaffirmed that the Practice is hoping to work closely with them.

In the meantime RF explained that he has had positive discussions with VHC regarding rooms they don't use on a regular basis. It is hoped that shared use can be made of these rooms.

RF reminded the meeting of the charges made by NHS Properties for the use of the SHC. At the last meeting DG alerted patients to the 400% increase in the service charge, RF confirmed that this is now a 575% increase! Since there have been no improvements to the Health Centre this charge is being disputed, but it is time consuming and deflects staff from their day role. Other practices are also experiencing the same issue, the local MP (Kwasi Kwarteng) is very supportive and is visiting SHC on 10 March to discuss this matter further.

At long last RF was able to confirm that the Practice has received conditional planning permission to relocate the patients' notes from Reception to a storage container that will be placed adjacent to the main building. It is hoped that within six/eight weeks relocation can take place and the long awaited improvements to the Reception can be made. The redesigned Reception will benefit both staff and patients.

RF informed the meeting that a new telephone system is in place and will be extended into additional rooms in March 2017.

<u>Staffing update</u>:

- Dr Guppy is leaving the Practice on 22 March to move to the Wirral in Merseyside.
- Christine Thomas, a member of the Reception Team, is leaving and Sarah

Nacmanson and Linda Scurr have joined the team.

- Emma Rao began her role as the first Nurse Practitioner that day. A filter is now in place to, where appropriate, divert patients to the Nurse Practitioner for minor illnesses rather than a doctor. Nurse Budkiewicz, the Nursing Manager and Nurse Prescriber of certain medicines, is just beginning her training to also become a Nurse Practitioner.
- Sister Porter is now on maternity leave.
- Sister Boshoff is also on maternity leave and expects to return to work in June/July. She is undertaking 'keeping in touch days' to ensure that when she returns to work she can 'hit the ground running'.
- Michelle Gerard, the Health Care Assistant (HCA), is due to return from maternity leave at the same time as Sister Boshoff.
- Sister Cook has started to train to become a Nurse Prescriber of certain medicines.
- Sister Payne has recently successfully completed a Travel Vaccination course and is due to begin Diabetes training.
- Krystyna Elliot-Nowobilska, has completed her wound care training and will soon be assisting with diabetes patients.
- The current Foundation Doctor, Dr Gibson, has settled into the Practice very well and is already half way through her placement. The day Dr Gibson leaves the fifth Foundation Doctor, Dr Luvarnia Sadasivan will begin her placement.

<u>Services Update</u>

- The new appointments system was introduced on 28 November 2016 and it appears to be going very well. RF reminded the meeting of the changes:
  - At 6am appointments are now available online and via the automated telephone service.
  - The telephones are answered by receptionists from 8 am, rather than 8.30 am. previously.
  - The first appointments with a doctor begin at 7.20 am via automated check-in.
  - Reception now opens at 8 am.

  The Duty Doctor continues to provide an emergency service for patients who may require an appointment on the day and have been unable to get one.

  RF reminded patients that they do need to register for the online system and noted that it is encouraging that over 800 patients have signed up since November 2016. This has helped the Practice to slightly exceed the national target for Practices to have 10% of patients registered to access services online, at SHC it is currently12%.
- A new style of newsletter has been introduced and following this meeting the next edition will be prepared. It is anticipated that there will be three newsletters a year, each one following an Open Meeting.
- The car park has been re-tarmacked and made considerably less hazardous.

- Changes have been made to the screen in the Waiting Room; the content is now more relevant and includes information about the waiting time for each Doctor and Nurse. Mandy Matthews is leading on this development and she will continue to improve the content.
- The Practice has applied to employ a Pharmacist. In order to meet the necessary patient population threshold requirement the Practice has made a joint application with Shepperton Health Centre. If successful the Pharmacist will split his/her time between the two Health Centres.

Other Services

- The 2017 Patient Survey will soon be available. The 2016 survey has been slightly tweaked and the timeline for analysing the responses has been reviewed in order that the report is available online quicker than in 2016. The survey will be undertaken between 24 April and 4 May 2017, it will be available online and a paper copy will also be available at Reception.
  RF reminded the meeting of some of the main issues raised in the last survey that the Practice has responded to:
  - The elimination of the need to queue in the morning for an appointment.
  - Earlier opening of the telephone lines.
  - The new telephone system will enable monitoring of the time it takes to answer telephone calls.
  - Reception no longer closes for lunch.
  - Improvements have been made to the Waiting Room and improvements to the Reception area are pending.
  - Text reminders for appointments are now in use. The service has also sped up communication and reduced costs.
  - Improvements in the prescription turnaround time.
  - Improvements in the time taken to write referral letters. A large number of referrals are now made electronically which eliminates the need for a letter to be written and posted.

  One issue that has not been resolved is the unsatisfactory quality of the cleaning. RF explained that he has referred this matter to the CCG (Clinical Commissioning Group) and is hoping that they will also ensure that new provider (CSH Surrey) will be issued with a more robust cleaning contract as part of their new overall contract.

  NH encouraged patients to complete the survey since it is specific to SHC and the feedback is extremely useful.

NH then invited the **audience to ask questions/raise concerns**:

Q **How secure will the patient records be when they are moved to the container?**

A Very. The company responsible for this project are very experienced and the container is CQC (Care Quality Commission) compliant.

Q When Receptionists ask why you wish to see a doctor it can be embarrassing to give an accurate response? Is there a standard phrase that could be used if you don't wish to explain the reason in public?

A Whilst it is always possible to ask to go to another room to explain further, "*of a personal nature*" is an appropriate response and the Receptionist will ask for no further detail.

Q Do Receptionist have DBS (Disclosure and Barring Service) checks?

A They are not currently required to do so unless they act as a chaperone. All of the clinical and nursing teams, RF and ST are required to have up-to-date DBS checks which they all have.

Q Will SHC reach the required 30K patient threshold if the centre works with Shepperton?

A Yes.

Q If at a future time a pharmacist is based at SHC what could they do?

A
- Check medication.
- Check changes to medication following a stay in hospital.
- Undertake medication reviews – rather than a doctor.
- They could be an excellent resource for minor ailments, providing a clinical area is available.

RF added that Dr Gill has already visited a number of Practices, including Studholme and Walton Upon Thames, that have a resident Pharmacist and he feels that it could be an excellent addition to the services provided at SHC.

Q When asking why a patient wishes to see a doctor will the Receptionists work to a script and how will this work online?

A All Receptionists work to a script that is regularly refined and tested. It is not yet possible to apply such a filter online; however it is being investigated further with a view to putting some filter in place later this year.

Q Will it be harder to see a Doctor unless you know the correct 'key phase'?

A This is absolutely not the intention. If a patient was filtered incorrectly then the Duty Doctor would contact that patient that same day.

Q The real damage to the Practice appears to be the increase in charges, since this is undermining all that the staff are trying to do. Therefore it is very important that staff meet with the MP.

A Agreed and therefore the Practice is very pleased that Kwasi Kwarteng, the local MP is visiting on 10 March 2017.

Q What are the chances of getting the charges reduced?

A It is a national issue and not one only facing SHC. The Practice is currently only paying the previous service charge levels. Together with other practices

in the area the Practice is challenging NHS Property Services. This does of course take colleagues' time away from key services.

Q Does the Practice have a renting lease?

A Not yet but they expect NHS Properties will be trying to implement one very soon.

I just want to make comment about the brilliant new appointment service. I went onto NHS Choices recently where I saw a number of five star comments – well done!

Q When I was waiting for an appointment I noticed a person miss their appointment because they had failed to notice their name appear on the screen when it was their turn for an appointment. Is it not possible to return to a spoken announcement system?

A The previous 'spoken' system was thought to be very ineffective and therefore is no longer used. It was agreed that the current 'ping' needs to be louder in order to alert patients to check the screen.
It was later discussed that it may be possible to use a different 'spoken' system since this is particularly important for patients who have a visual impairment. RF agreed to follow up this suggestion.

Q There is a lot of discussion in the national press about seven day opening for doctors' surgeries. Is this likely to happen here?

A No because this would require additional funding which is not forthcoming. Opening at the weekend will not only require more doctors, of which there is a national shortage, but also more Receptionists and administrative staff. There is a possibility that by local Practices working together some form of 'out-of –hours' service could be developed.

Q Is it possible in the new appointments service for patients recently discharged from hospital to make urgent appointments the next day, as instructed by the hospital?

A Yes this is possible by speaking to a Receptionist and explaining the situation.

NH asked patients for their comments about the new appointments system. The response was overwhelmingly positive and the comments included:

- *"Excellent choice of doctors and the whole process works very well. I recommend it."*
- *"Mandy (Matthews) helped us get online; she was very patient and helpful".*
- *"The voice system is first class".*
- *"I signed up last week but have found that it is not possible to book multiple appointments".* RF agreed to investigate this further.

- *"Great. I haven't needed to use it yet but I have looked online everyday and there are always appointments available".*
- *"Brilliant. Solves the problem of having to speak to a Receptionist".*

A patient suggested that the reason the size of the audience at this evening's meeting was smaller than the previous meeting could reflect an increased satisfaction in the appointments system.

Q **Will the staff currently employed by VHC automatically transfer to the new provider?**

A Yes we believe this will be the case under the Transfer of Undertakings Regulations .

Q **At a previous meeting the possibility of a new entrance to the car park was discussed. Has this progressed further?**

A Not at the moment but possibly at some point in the future.

Q **Do you automatically follow up a patient once they have been discharged from hospital?**

A This is not routine policy although patients may receive a telephone call from their doctor. Patients who suffer from extra fragility will get support from the hospital. The hospital should provide extra support at home for patients who require it – although this doesn't always happen.

Questions left at the end of the meeting:

Q **My 90 year old mother has recently successfully used the automatic phone system. This confirms it is suitable for patients of all ages.**

Q **Is it possible to put the newsletter online?**

A It is already available on SHC website and emailed to patients who have signed up to receive it via email – details are on the Practice web site.

Q **Is it possible to identify the Foundation Doctors, this did used to be the practice and it is helpful when using the online service.**

We will review the settings on the online system to address this