

HUNTCLIFF SURGERY
Patient Participation Group (PPG) Meeting
9th March 2016

Present: Lynne Waldon, Practice Manager
Julie Simpson, Office Manager
BD
MG
JB
JB

Apologies: Dr Fish

Previous minutes (appendix 1) were discussed and updates given as follows:

- **Friends and Family Questionnaire**

As previously discussed, the results of the Practice Friends and Family Questionnaires are displayed locally in the surgery reception area and on the Practice website. The Practice Manager informed the group that the Practice had decided not to publish the results in the Talk of the Town magazine as NHS England now display the results on the NHS choices website.

The Practice Manager notified the group that a national 'patient satisfaction' survey was carried out recently by NHS England, and the results were published in the Evening Gazette. The latest results revealed that Huntcliff Surgery is ranked in the top 10 best performing Practices in Teesside, and rated within the top 5% of top performing Practices nationally.

- **Computerised Self-Check In**

As agreed at the previous Patient Participation Group [PPG] meeting, the Practice Manager had raised the option of providing a computerised self-check in with the GP Partners. It was agreed to keep the current face to face check-in system in place, as it was felt that this offered a more personal and welcoming experience for the patient.

Members of the PPG were asked their opinion on their experience of waiting times at the reception desk; they agreed that they were seen in a timely manner and that they felt the Practice provided a welcoming and friendly approach at the reception desk.

The Group members were notified by the Practice Manager that the option of a computerised self-check in would be reviewed in the future.

Current Agenda

1. On-Line Access

The group were informed that the Practice had carried out a survey during December 2015 and January 2016 to assess 'booking methods' of appointments.

The questionnaires were randomly distributed to patients during December 2015 and January 2016 and included the following two questions:

1. How do you normally book your appointments at your practice?
In person
By phone
Online
Doesn't apply
2. Which of the following methods would you prefer to use to book appointments at your practice?
In person
By phone
Online
Doesn't apply

The results of the questionnaires were distributed to members of the PPG (appendix 2). The results were discussed.

The Group were informed that the Practice currently offers a total of 28 on-line appointments with a doctor per week.

Following discussions it was agreed that the current number of on-line appointments offered with a GP was meeting current demand. However the Practice Manager and Office Manager would closely monitor uptake of this service, and increase on-line appointment availability with a GP in line with increasing patient demand.

A member of the Group raised the possibility of offering on-line appointments with the Practice Nurses and Healthcare Assistant.

Following discussions it was agreed that this may enhance patient experience, and the Practice Manager and Office Manager would implement this service and monitor uptake.

2. Detailed Coded Records

It was explained that the Practice is contractually obliged to offer on-line access for patients to book appointments, order repeat prescriptions and view summary care record information.

Before 31st March 2016, the Practice is also required to make Detailed Coded Records [DCR] available on-line; this information includes patient demographics, all coded information such as coded problems and diagnoses, allergies, adverse reactions, immunisations test results and repeat medication. Information excluded includes free text, letters and attachments.

In order to apply to view their DCR on-line, patients are required to:

- Complete an application form
- Provide one form of photographic identification such as a passport or photo driving licence
- Provide proof of address, such as a utility bill or bank statement
- Book an appointment with the Practice Manager or Office Manager to discuss the process and verify identification.

The Practice Manager informed the Group that the DCR functionality has been enabled at organisational level, but currently the Practice has not received any DCR on-line applications from patients.

Discussions took place regarding PPG members applying for on-line access to their DCR.

In order for the Practice to gain a greater understanding of how DCR information is displayed when viewed by an 'active patient' the Practice Manager asked if a PPG member would be willing to view their DCR information at the Practice. This would be pending a successful application.

Three members of the PPG expressed an interest in applying for access to their DCR and confirmed that they would be willing to attend the Practice to initially view their DCR information, and would provide consent for the Practice Manager and Office Manager to also view the DCR information at the same time.

The members, were, therefore, provided with an Accessing GP Records on-line information leaflet (appendix 3) and an Accessing GP Records on-line application form (appendix 4).

Any other business

- **Named GP**

The Practice Manager confirmed that it is a contractual requirement for all patients to have an allocated named accountable GP. Therefore, all registered patients have a named accountable GP recorded on their medical notes. This means one of the GP Partners – Dr Milner, Dr Fish or Dr Brownlee will have been allocated as a 'named GP'. However, the Practice Manager assured the group that this does not mean patients have to see their allocated 'named GP' all of the time. Patients are still free to see a Clinician of their choice.

- **GP Registrars**

The Practice Manager confirmed that the Practice is a training Practice for the Teesside branch of the Northern Deanery of the University of Newcastle.

- **On-Line Prescription Ordering**

A few of the group members had experienced difficulties when ordering prescriptions on-line. One member mentioned that a prescription request did not appear to come through to the Practice.

It was also noted that some patients had experienced difficulties 'logging on' to the system, and subsequently their account was deactivated, and new passwords and log in details had to be created.

Members of the PPG were assured that the Office Manager would contact the Practice's Clinical System Supplier and ensure that the on-line prescription functionality is working correctly.

- **Streamlining Appointments**

A member of the group mentioned that they had previously been asked to attend an appointment for a routine blood pressure check, and at that appointment was asked to re-book another appointment for a blood test. They suggested streamlining clinic appointments so that both of the procedures are carried out during one appointment.

The Practice Manager agreed to raise this issue at the next clinical team meeting.

- **Nurse Practitioner Appointments**

It was confirmed that the Practice now employs an additional Advanced Nurse Practitioner, Sister Linda Bastiman. Sister Bastiman has been employed at the Practice for approximately one year, and has proved to be an asset to the Practice team.

- **Patients Failing to Attend Booked Appointments**

The Practice Manager confirmed that before a patient is removed from the list as a result of time wasting [failure to tell the practice when unable to attend for appointment in advance] it is important that three warning letters are sent reminding the patient to contact the surgery if unable to attend. Within the third and final warning letter the patient should be told that if they fail once more they will automatically receive a removal letter.

- **Additional information not available at the PPG meeting**

Currently 5.4% of pre-bookable on-line GP appointments are available each week.

Attachments:

Appendix 1 –Minutes of the previous meeting

Appendix 2 - Results of the appointment booking methods questionnaire

Appendix 3 – Accessing GP Records Online- Patient Information Leaflet

Appendix 4 – On-Line Access: Application Form

Action Plan

- 1. Practice Manager and Office Manager to implement on-line appointment availability with the Practice Nurses and Healthcare Assistant. Once available to book, uptake of these appointments will be closely monitored.**
- 2. Office Manager to contact the Clinical System Supplier and check that the on-line prescription facility is working correctly.**
- 3. Practice Manager to raise issue of streamlining appointments at the next clinical team meeting.**
- 4. Practice Manger and Office Manger await applications for on-line DCR access from PPG Members.**

HUNTCLIFF SURGERY
Patient Participation Group (PPG) Meeting
25 February 2015

Present: Lynne Waldon, Practice Manager
Julie Simpson, Office Manager
BD
MG
JB

Apologies: Dr Fish
KH
MB

The Agenda was distributed and introductions made.

1. Friends and Family Questionnaire

The Practice Manager explained that from 1st December 2014 it was a contractual requirement that all GP Practices undertake the NHS Friends and Family Test. The Friends and Family test is a feedback tool that gives patients who use NHS services the opportunity to provide feedback on their experience; this can be used to improve services.

It was explained that the primary aims of the Friends and Family Questionnaire are to:

- Gather useful feedback from patients who use the service and that this feedback can be fed directly back to both clinical and administrative staff.
- Identify areas where improvements can be made so practical action can be taken.
- Inform current and prospective patients about the experiences of those who use the practice services.

The Friends and Family Questionnaire was distributed to the attendees at the meeting (Appendix 1).

The Practice Manager explained that the first question was mandatory and had to be asked in the exact format as shown on the questionnaire.

The group were reminded that an e-mail was sent to each member of the PPG in November 2014 to ask their opinion on which follow-up question they felt would be most appropriate to ask.

Following feedback from the PPG it was agreed to ask the following question; "Please can you tell us the main reason for the score you have given"?

Appendix 1

The Group were informed that the anonymised questionnaires were randomly distributed to ten patients that attended the surgery for an appointment or prescription during December 2014 and January 2015.

The Practice Manager advised that from February 2015, as well as distributing the questionnaires randomly to patients attending the surgery, patients had been contacted by telephone to complete the questionnaire over the phone.

The PPG were asked whether they felt this was appropriate?

The overall opinion was that they would be happy to receive a 'cold call' from the surgery as long as the caller introduced themselves and explained why they were calling.

It was agreed to continue to randomly contact patients by telephone to complete the questionnaire.

The group opinion was sought on where to display the questionnaires to enable the surgery to reach a wider spectrum of patients?

Following discussion it was agreed to display the questionnaire on the surgery website for patients to download, complete and hand in to the surgery.

The PPG were asked opinions on how to ensure a diverse range of patients, including difficult to target patients, had the option to complete a questionnaire.

A member of the PPG suggested posting out the questionnaires to difficult to target patients.

2. Friends and Family Questionnaire – Format for Publishing

It was explained that currently the results of the questionnaires from December 2014 and January 2015 were displayed in the waiting room in both graph and pie chart form (Appendix 2). The results of the questionnaires were reviewed and it was agreed the responses were excellent, and no areas of improvement were highlighted.

The group were asked which format they considered most appropriate for wider publishing.

After discussion it was agreed to display the results in the form of a pie chart (Appendix 3).

3. Friends and Family Questionnaire – Where to publish the results

The Practice Manager explained that the results of the questionnaires will be published by the Area Team nationally.

However, the Practice is required to publish the results locally. We have therefore displayed the results (in both formats) in the waiting room.

Appendix 1

The Group were asked if they had any further ideas on where to publish the results?

It was agreed to display the results on the practice website as it was felt this would give potential patients an overview of current patient satisfaction.

A member of the PPG suggested printing the results in the local 'Talk of the Town' magazine, and the Practice Manager agreed to raise this suggestion with the GP Partners.

4. Nurse Practitioner - Appointment Demand

The group were informed that following a recent audit of appointment demand, undertaken in December 2014, an additional Nurse Practitioner, Sister Linda Bastiman, had been recruited and will commence employment at the surgery in April 2015.

The results of this audit were distributed to the PPG members (Appendix 4).

After viewing the results of the audit the group were asked their opinions on how the additional appointment capacity should be utilised?

Based on the results of the audit it was agreed that 50% of the appointments should be pre-bookable and 50% of appointments should be bookable on the day only.

It was also agreed that a small percentage of acute 'on the day' appointments should be "embargoed", and released after 12 pm.

However, it was noted that reception staff would be advised to use their discretion if they felt the need to book an embargoed afternoon appointment earlier in the morning.

Any other business:

- **Computerised self-check-in system**

A member of the PPG raised the possibility of deploying a computerised self-check in appointment system. It was agreed this would be discussed with the GP Partners.

- **Out of Hours (OOH) cover during Christmas**

A PPG group member informed the group she had received feedback from some of her friends, who are patients at the surgery, stating that they were unhappy with the Out of Hours (OOH) Service provided over the Christmas period. The Practice Manager informed the Group that the Practice continuously monitors services provided Out of Hours and suggested that the PPG representative encourage anyone who is unhappy with the OOH Service to contact her so that any issues can be investigated and raised with the Area Team.

- **PPG Members**

Appendix 1

Discussions took place regarding recruitment of members to the PPG.

The Practice Manager informed the group that a poster was currently displayed in the waiting room advertising for new members to join the group. However, little interest had been shown.

The Group agreed that they would actively promote joining the group to fellow patients.

- **Time of PPG Meeting**

A PPG member suggested changing the time of the meeting to late afternoon/early evening as this may encourage more people to attend the meetings. It was agreed this would be considered in the future.

End of Meeting.

ACTION PLAN:

1. Contact PPG to ask their opinion on which follow-up question they felt would be most appropriate to ask for the Friends and Family Questionnaire (**Implemented November 2014**).
2. To display the Friends and Family Questionnaire on our practice website for patients to download and complete. (**Implement by March 2015**).
3. To continue to contact patients by telephone to complete the Friends and Family Questionnaire (**Implemented February 2015**).
4. Display the results in the form of a pie chart (**Implemented February 2015**).
5. To publish the results of the questionnaire on the practice website (**Implemented March 2015**).
6. To make 50% of additional Nurse Practitioner appointments pre-bookable and 50% of additional Nurse Practitioner appointments bookable on the day only. (**Implemented March 2015**).
7. To post the questionnaires to difficult to target patients along with a stamped self-addressed envelope (**Implement February 2015**).
8. To publish the results of the questionnaire in 'Talk of the Town' (**To discuss with the GP Partners and item to be followed up at next PPG Meeting**).
9. Deploy computerised self-check-in appointment system (**To discuss with the GP Partners and item to be followed up at the next PPG Meeting**)

PATIENT QUESTIONNAIRES APPOINTMENT BOOKING METHODS

70 questionnaires were randomly completed by patients attending the practice throughout December 2015 and January 2016.

How do you normally book your appointments at your practice?

In person	25
By phone	51
Online	5
Doesn't apply	0

Which of the following methods would you prefer to use to book appointments at your practice?

In person	29
By phone	49
Online	18
Doesn't apply	0

***Please note- some patients completed more than one option**

Currently booked appointments

The above information indicates that the majority of patients who completed the questionnaires currently book their appointments either via telephone or in person. 7% (5 patients) of respondents currently use the online appointment booking facility.

Preferred methods of booking appointments

The above information indicates that the majority of patients who completed the questionnaires would prefer to book their appointments via phone or in person. 27% (18 patients) of respondents indicated that they would prefer the option of booking an appointment online.

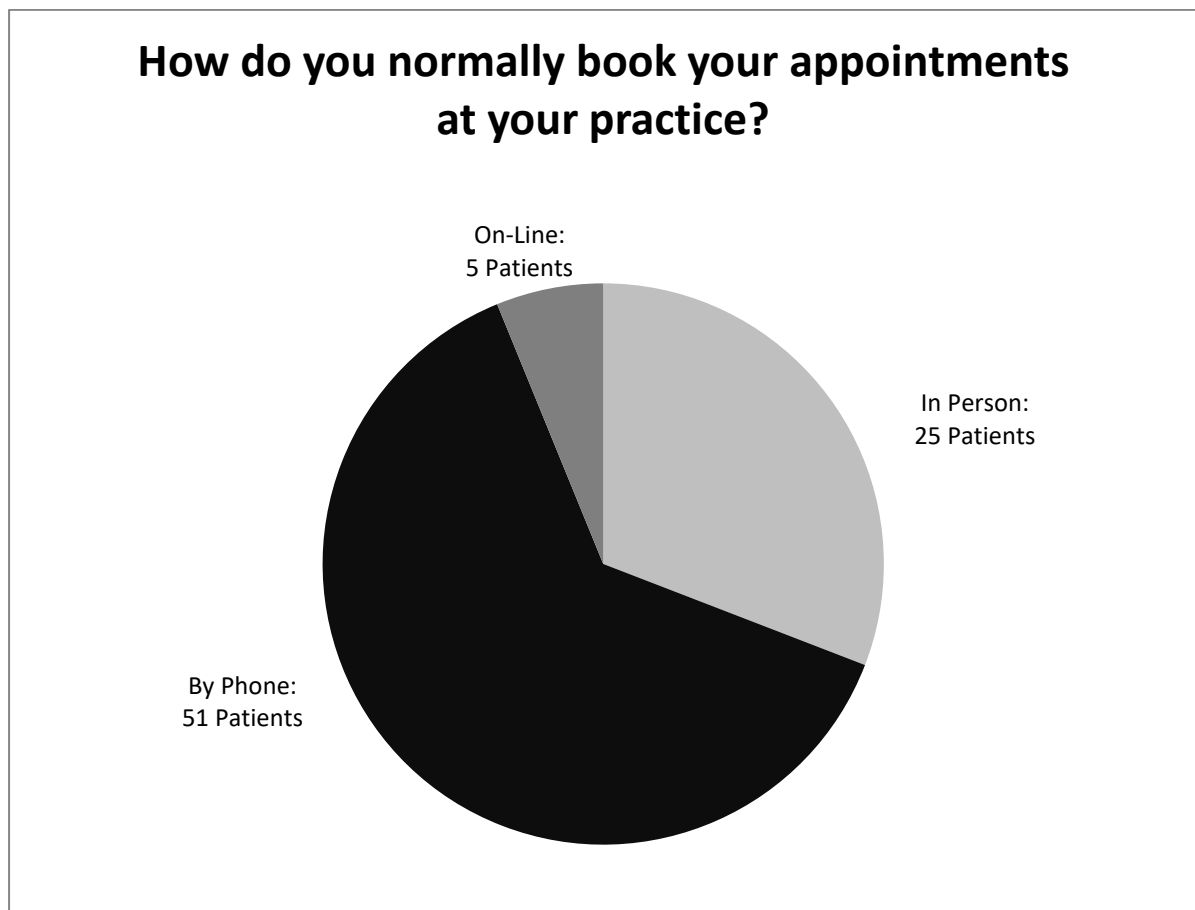
Online access:

7% (5 patients) of respondents currently use the online appointment booking facility. 20% (13 Patients) of respondents who do not currently use the online appointment booking facility replied that they would also prefer to use this facility for booking appointments.

***We currently offer a total of 28 on-line appointments per week.**

HUNTCLIFF SURGERY

70 questionnaires were randomly completed by patients attending the practice throughout December 2015 and January 2016.



***Please note- some patients completed more than one option**

How do you normally book your appointments at your practice?

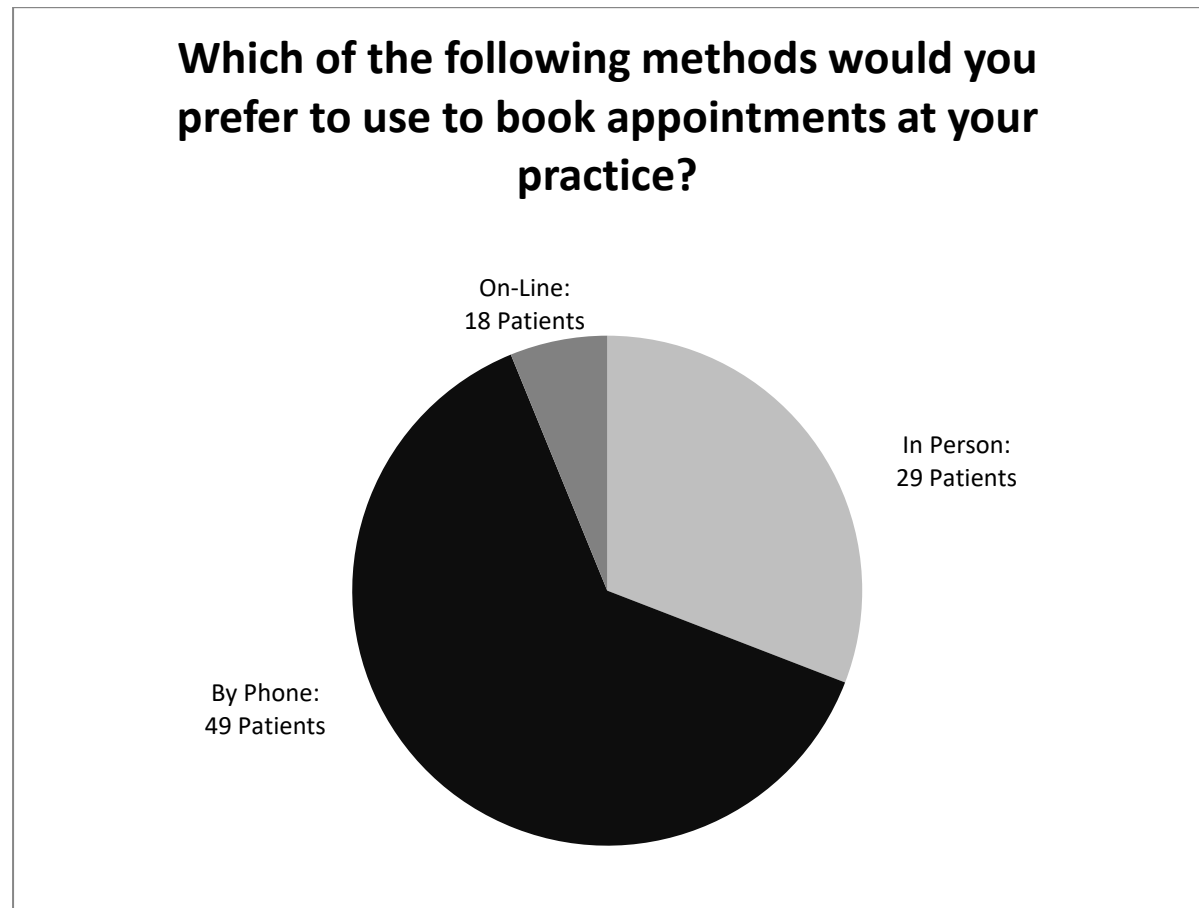
In person	25
By phone	51
Online	5
Doesn't apply	0

Currently booked appointments

The above information indicates that the majority of patients who completed the questionnaires currently book their appointments either via telephone or in person. 7% (5 patients) of respondents currently use the online appointment booking facility

HUNTCLIFF SURGERY

70 questionnaires were randomly completed by patients attending the practice throughout December 2015 and January 2016.



***Please note- some patients completed more than one option**

Which of the following methods would you prefer to use to book appointments at your practice?

In person	29
By phone	49
Online	18
Doesn't apply	0

Preferred methods of booking appointments

The above information indicates that the majority of patients who completed the questionnaires prefer to book their appointments via phone or in person.

27% (18 patients) of respondents indicated that they would prefer the option of booking an appointment online; of which 7% (5 patients) do currently use this option to book their appointments.