**Patient Participation Group Meeting**

**Wednesday 10th October 2018, 13.00pm – 14.30pm**

**Date of next meeting: Wednesday 16th January, 12.45pm arrival, 13.00pm start.**

**Present:** Dr Matthew Fallon, Becky Kelly (Community Care Co-ordinator), Emily Marston (Deputy Practice Manager), Pam Coli, Wendy Jenkinson, Elizabeth Hector.

**Apologies:** Jane Read (Practice Manager), Marilyn Priddey, Anne-Marie Smith, Sheila Dench

*Thanks to Sheila Dench for providing agenda items 3 and 4.*

**Agenda**

1. Presentation by POD Team Leader Stephanie Munro-Jones.

Apologies, Stephanie had to cancel this morning due to staffing issues. She will be attending the January meeting and has said she will then be able to bring some data on how POD has been performing operationally for Claremont Bank.

2. Review of previous meeting minutes.

Updates:

* Telephone system – installation has been delayed until CCG can provide more details about the service package. In talks to negotiate just having Wi-Fi for the time being.
* POD (Prescription Ordering Direct)– finalised go live date of 30th October 2018, will be starting to advertise the new service for patients. Patients will be able to ring a ‘hub’ number to request their prescriptions. Patients will still be able to request these online and at the surgery. Advertising will include posters around surgery, leaflets being stapled to prescriptions, website notification, phone message being amended, mjog text out notifying patients of the new service. Will communicate to patients to try not to call on a Monday morning as this is always the busiest for call queue times.

*Dr Fallon did say that texting may not reach the group of people who have the most regular prescriptions –***EM to chase up advertising material as soon as possible and communicate to all Dr’s (including locums).**

* Social Prescribing clinics – launched in the middle of August, steady progress.

3. Group consultations for patients with similar issues.

* What’s Claremont Bank’s view on this?
* Please see additional information which EM provided as thought might be quite useful.

The group discussed the news story which has come out about the potential benefits of holding GP group consultations. Generally the opinion held was that these group sessions risk defining patients by their illness and do little to help patients who have multiple and complex conditions. Dr Fallon thought that by pigeon holing a patient to coming to a group consultation for a specific illness will result in them having to come back to see the GP about other problems. Overall for our surgery it wasn’t believed that these type of consultations would be appropriate or in high demand. Emily noted that it will be interesting to see how they progress through the country.

4. Vitamin D in winter, new thinking.

* Should patients be heading for the pharmacy?

Dr Fallon gave a brief overview of how we get Vitamin D and why it is necessary. He suggested that getting a vitamin D supplement in winter is not a bad idea. However there is a lot of conflicting advice in recent news articles. **Dr Fallon will try to clarify at next meeting.**

5. MJOG

* New text messaging service for patients. This service allows patients to cancel their appointments by texting back.
* Impact on ‘Did Not Attend’ rates has been very positive.

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| --- | --- | --- | --- |
| DNA rate tracker |  |  |  |
| 2018 | Total Number of appointments booked | Total Number of DNA's | DNA % |
| January | 3311 | 148 | 4.5% |
| February | 2856 | 131 | 4.6% |
| March | 2957 | 139 | 4.7% |
| April | 2761 | 120 | 4.3% |
| May | 2666 | 116 | 4.4% |
| June | 2713 | 127 | 4.7% |
| July | 2523 | 109 | 4.3% |
| August\* | 2514 | 101 | 4.0% |
| September | 3001 | 114 | 3.8% |

\*Mjog was implemented on August 15th 2018.

* **Friends and Family Feedback:**

**891 Responses since Mjog launch on 15th August**

773 (87%) of patients responded with a ‘1’ rating – ‘Extremely Likely’ that they would recommend the surgery.

8 (>1%) patients responded with a ‘5’ rating – Extremely Unlikely that they would recommend the surgery. Of these 3 patients left comments which have been provided below.

**Feedback rated as 1**

|  |
| --- |
| I always receive friendly, polite and helpful service, the whole team seem as one happy family, you are treated as person and not just a name |
| Always receive first class service, nothing too much trouble, staff always extremely helpful, lessons to be learnt by other surgeries on how to deal with |
| Fantastic service and really excellent doctors |
| It's always a well run Surgery and the doctor I saw was very thorough in his review of my condition as well as having a reassuring and friendly manner. |
| I am very happy with the treatment I always receive at Claremont Bank Surgery. reception staff are very friendly and doctors always listen to my concerns.**Feedback rated as 5**

|  |
| --- |
| will be getting a second opinion from someone more qualified to deal with the problems. |
|  |
| The administration required to set up online appointments is overly unnecessary and antiquated |
| Always helpful and friendly |
|  |
| Staff etc lovely but nothing effective done for acne and was refused appointment with dermatologist after over a year of the same issue recurring with no |

 |
|  |
| **You said we did** |

We have now streamlined the process for having access to your online patient access account as we now email the login details to the account provided and also use Mjog to text the patient to make them aware that we have emailed. Also we will be revamping the help sheets given to patients to make them clearer and more straightforward to follow.

* Examples of additional ways it can be used, e.g Flu invitations, travel vaccination reminders.

**EM will communicate all results to GP’s as will**

6. Ipsos Mori survey results

* Claremont Bank has rated 315th out of 7109 GP surgeries in England for patient satisfaction.

7. Darwin Health Extended Access Clinics

* Progress update

Claremont Bank is now part of a group of practices in Shrewsbury, named Darwin Health, in order to provide Extended Hours appointments on weekday evenings and Saturday and Sunday mornings for patients. EM explained that the uptake of these appointments has been very good, GP and nurse appointments fill up quickly. EM has requested some data from Sue Hay who administrates the appointment system to see how much Claremont Bank are utilising it. However also explained that the feedback from the Reception team upstairs is that because we can normally offer our patients routine appointments within a few weeks and are also able to offer on the day appointments a lot of our patients choose to come here still.

8. Future Fit Recommendations

Telford A&E is now closed over-night, plans are for RSH to become the site for emergency care and PRH to become the site for planned and scheduled care. £312mil has been earmarked for regeneration works need at the RSH site.

9. Flu campaign progress

Total of 1850 flu vaccinations ordered this year.

So far 811 flu vaccinations given **\*Since time of meeting this figure has increased to 1075.**

Using Mjog for the over 65’s has not been very successful however the under 65’s group has been much more effective.

**AOB**

Pam brought with her a ‘Pharmacy2U’ advertising leaflet and wanted to know a bit more about what this is. Dr Fallon explained that this is a private business which has been set up by a GP which will offer a prescription service to patients. Dr Fallon stressed that this is not affiliated with the surgery nor is it affiliated with the new Prescription Ordering Direct service which is soon to commence for Claremont patients.