**Patient Group Meeting Minutes**

**24th September 2019**

Attendees

* Dav
* Nicola
* Lisa
* Shohiab
* Jan
* Noelle
* Martin
* Barbara
* Cath
* Adrian
* Sandra
* Anthony
* Jan

Apologies

* Winifred
* Sue

**Jan Giles, CCG – patient survey**

Jan Giles, Senior Manager Practice Support and Development, from the CCG introduced herself.

Martin asked Jan how we compare with other practices in this area and what we can do to improve our results as we have tried lots of things in the past.

Jan explained that this year’s questions where exactly the same questions as last year. The survey is sent out once a year between January and March and is sent to a random selection of patients. 338 surveys were sent out and 118 surveys were completed. Jan explained that the practice does really well at meeting the patients’ needs. 86% of patients felt that the healthcare professional recognised and understood any mental health needs during their last appointment. 93% of patients were involved as much as they wanted to be in decisions about their care and treatment.

The surgery recently took part in the general productive practice scheme; this surgery looked at home visits. A big thing to come out of that for other surgeries was to look at phone access and encouraging patients to book online. We now have 30% of a patients signed up for online access. Another problem is a shortage of GPs. Jan explained that other surgeries have done work on DNA’s to try and help with access. Dav explained that we send out reminder texts the day before an appointment and suggested these were sent out three days in advance to give patients a better chance to cancel/rearrange. The question was asked if patients can reply to text message and the answer is no but there is a system out there which allows that. We could look into having a trial of that system.

**Action – look at a trial of MJOG (Skelmanthorpe and Fieldhead at Golcar are using this).**

**Action – Adrian asked if diabetic appointments get a text reminder. Dav to look into this.**

Jan explained that looking into the future there will be new roles coming into GP surgeries, for example, physiotherapist, pharmacist, paramedics etc.

In view of the results from the patient survey it was decided to change some of the questions on the Friends and Family Test.

**ACTION: NC to add the following to our Friends and Family test:**

1. **How would you rate your experience of booking an appointment?**
2. **How would you rate your experience of Long Term Condition Management?**
3. **How would you rate your overall experience of the practice?**

The patient group committed to supporting with surveying the patients in surgery.

Waiting time for appointments: we are trying to break the habit of patients ringing on the day for a same day appointment so we are offering appointments now on a 3, 7 day basis. These 3 and 7 day appointments open up each day, we started doing this about 2-3 months ago. The nurse practitioners do all the home visits now and when they come back from the visits after lunch we open up more appointments for them. A comment was made that we need to be more proactive in working with patients to educate them as to whether they actually need to see a clinician or not. A suggestion is to do a leaflet for patients explaining the appointments system and whether they need to book an urgent appointment. Another suggestion was not to have a leaflet and for patients to hear a voice on the telephone.

**Action – Lisa to devise a leaflet explaining how the appointments system works and then run it by the patient group to see if they understand it first.**

**Actions from previous minutes**

Everyone is happy that the minutes from the previous meeting are an accurate record of what happened.

Shoihab from the pharmacy team is happy to attend every meeting to answer any questions/provide any updates regarding the pharmacy team.

Please send any videos or help promotion information that you might come across to Nicola for the TV screen in the waiting room. NHS England have relevant information. The nurses are doing a topic of the month for the noticeboard and this will change every month.

**Action – Nicola to check whether the jay board can scroll up with a few lines at a time, if not move some of the longer messages onto the other TV screen.**

**Action – Nicola to put this on the agenda for next time.**

**Action – Nicola to review with Lisa the TV screen /videos and list the areas covered for the next meeting.**

Lisa has freed up some space on a notice board for the patient group. Dav asked for suggestions as to what they want to go on it. Some suggestions were to advertise the patient group, how the appointment system works and how to cancel appointments.

**Action – Nicola to add to agenda for next time.**

**Action – please send any ideas to Nicola so she can share with the rest of the group to see what their thoughts are.**

Online access: we are now up at 30%. Noelle commented that when she has been in the surgery she has not heard admin staff asking patients to sign up for the online access. Lisa explained due to staff shortages over the summer that it has dropped off as quite often there has only been one person on reception. At the start of the process we had 70% of patients who were handing prescriptions in at the desk despite having online access which indicates there is a lot of potential for efficiencies. It is much easier nowadays to sign up for online access and this is helping the cause.

**Ownership and management of the practice**

Noelle asked when the change of ownership happened; Dav explained that it was the beginning of April. The question was asked why the patient group was not made aware of this significant change. Dav explained that Dr Hawkswell joined last year as a partner and in his contacts he had a friend who happens to be Dr Kumar. The old GP partners (Dr Ford, Dr Cameron, Dr Care, Dr Tunstall, Dr Rehman and Dr Tayyab) were not coping and were looking for answers on how to solve the issues. Dr Hawkswell and Dr Kumar are now partners and run the practice. Dr Tayyab and Dr Rehman have left the surgery and the other GP partners have become salaried GPs.

The patient group were all in agreement the they should have been informed of this significant change and that it was not made clear at the last meeting when Dr Kumar attended.

Dav explained that we follow matrix leadership model, with a head of each department. There is a head of pharmacy, head of acute service, 5 salaried GPs, 2 partner GPs. This change has unsettled a lot of people. The patient group commented that they want to be treated with respect so if significant changes happen then they would like to be made aware of them, and if the meeting is not for a couple of months then an e-mail would be appreciated.

Dav explained that he is now the practice manager and the patient group said that they should have been informed of that also.

**CQC phone call**

Dav explained that CQC have changed the way they do their inspections, if a practice has done well previously they do an initial telephone call (45-60 minutes). We had our telephone call a couple of weeks ago and the senior team (Nicola, Lisa, Ruth, Kelly and Dav) drafted a document to send them all the information/evidence they needed before the telephone call. The telephone call went well, they were happy with the work the patient group have been doing (Friends and Family Test). We will be having an inspection in Spring/Summer 2020. The things they have picked up on was that we do not responded to NHS choice reviews, however Dav is going to start responding to them. He will set up a general response saying something like “thanks for your review”. We will get 2 weeks notice of when they are going to visit. Normally they look at five areas (Safe, effective, caring, responsive and well led) when they come to inspect us they will do a focused visit rather than a full inspection and look at well led and responsive. We have lots of evidence to show them, for example, complaints and significant events.

**PCN (Primary Care Network)**

They are all about general practices working at scale. There are 10 practices with our PCN**.**

The PCN have funded a new BP machine for the waiting room which will be coming soon. Patients can take their blood pressure and either give the result to the reception or take it through when they go to their appointment. We may need some patient group support in showing patients how to use the machine.

The patient group agreed to support the practice with this.

**Extended access update**

Dav explained that we are still taking part in the extended access scheme. As well as offering appointments on a Tuesday or Wednesday every week from 6.30-8.30pm, from the 1st September we have been also be offering access on a Saturday 8.30-12.30pm.

**Website update**

A member of the patient group alerted us to some information on the website that was out of date (information on results line, old job vacancies, phone line times, prescription prices and staff member) so that has been removed. We are trying to skim the website back and get rid of the all the pages which are not visited. It was discussed that a social media page would help to share important updates.

**Action - the patient group to have a look at the website and if they think anything can be removed then to let Nicola know.**

**Action – to set up a Facebook page to share important updates and signpost to our website.**

**Staff updates and recruitment**

* Fran has left to go to a surgery in Sheffield; Dav has taken over as Practice Manager.
* Judith (practice nurse) has left to go to another surgery.
* Yana (practice nurse) and Becky (advanced nurse practitioner) are leaving at the end of the year.
* New admin members – Gianna and Emily
* There is an advert out for a practice nurse, ANP (advanced nurse practitioner) and admin.

**AOB**

A member of the group mentioned that while she was waiting for a blood test in the small waiting room she noticed an advert for Reiki, and asks the question is this endorsed by the practice? Dav replied that no we do not endorse this, Lisa has now removed it from the notice board.

Latest arrangements for booking appointments – Martin would like to know the latest arrangements, especially in the light of the survey results. The latest appointment time is 8.30pm one day a week.

Friends and Family Test: Cath has volunteered to do some. A suggestion was that if members of the patient group have an appointment at the surgery they could do some while wait. Everyone agreed this was a good idea. Forms are at reception and patient group members were encouraged to ask for a few when they are in surgery.

A patient has been trying with two phones all morning to get through. She has just had an operation and had to get down via transport to speak to the surgery. She is worried that elderly and immobile patient will just give up.

We had a new phone system installed in September last year and we are having major problems with it. Dav and Dr Kumar had a meeting with the phone company just over two weeks ago and the director said he would come back to us within 2 weeks with a solution. We have not heard anything from the phone company yet. It has damaged the reputation of the practice and we do not have any confidence in the phone system. A suggestion was to contact other surgeries who use the same phone company to see what their experiences are.

**Action – to let the patient group know when we know anything from the phone company.**

Results: at the minute when you ring for blood results patients get told it’s either normal, abnormal – speak to doctor, etc. Dav asked what the opinion was on the receptionist telling the patients the actual result/figure of the blood result.

**Action – put on the agenda for next meeting.**

Flu clinics are set up now but we are competing with the chemists for business and funding. A suggestion from the patient group was to use the ANP appointments each day after visits for the flu.

**Date of next meeting: Tuesday 3rd December 5pm**