

## **Minutes of the Patient Participation Group Meeting held on**

**Wednesday 17<sup>th</sup> August 2022 at 1.00 pm**

### **Face to face Meeting**

**In attendance – Rebecca Tate – Practice Manager, Philip, Mike, Jean**

**Apologies: Laurence, Elizabeth, John, Adele**

#### **Minutes of the last meeting:**

Minutes of the last meeting were agreed as a true record

Rebecca welcomed and thanked those who could make the face to face meeting. It was agreed by all around the table (5) due to the 2m distancing around the table, everyone felt they wished to remove masks and felt safe within the ventilated distanced room.

#### **Matters Arising**

On a welfare scale everyone reported they were fine and well.

#### **Enhanced Access & Survey - October 2022**

Rebecca thanked everyone for completing their views on the enhanced access plan which commences from October 2022 which was circulated via email. All practice within our Primary Care Network (Meden Medical, Sandy Lane, Riverbank, Oakwood Surgery, Pleasley Surgery) were asked to complete the survey to understand the appointment needs of our local population to help us to deliver the right services to our patients. A fair share of hours dependant on list size across the fore-mentioned practice would need to deliver the service. Patient views would be taken in to consideration when looking at the needs of the plan going forward. Collectively practices within the PCN would have to submit plans in readiness for this to start in October. The question was raised whether the outcome of the surveys could be shared which Rebecca offered to share if it was shared with her as the results were going to a central person and not within the practice. The practice will continue to give surveys out within the practice until the deadline date at the end of this week.

#### **National GP Patient Survey Discussion [GP Patient Survey \(gp-patient.co.uk\)](https://gp-patient.co.uk)**

Rebecca circulated copies of the National GP Patient Survey which the group went through the questions. Out of the 317 surveys sent out by IPSOS only 116 surveys were sent back, a completion rate of 37%, members felt this wasn't a fair proportion of surveys given out or received, nevertheless, the group felt the results were well within the national performance indicators. A couple of the questions were below the national result, such as the first one

'finding it easy to get through to the practice, which members felt we had address this where possible to the in-house practice survey to change the phone message, enhance use of the 'contact us page' on the website for non-urgent issues as well as starting small on cervical screening and some recalls booking on line to free phone lines up.

The other outlier was the usually get to see or speak to a preferred GP when they would like to. This was a surprising result considering when patients call or use the contact us page, the non-clinical team where possible put the patient down for a call with their preferred GP, the only other explanation would be that patients were used to clinicians who had been at the practice years and they had either retired, or cut down the practice days they work.

We also touched on Google reviews from patients, which had been slightly mixed recently, members in the meeting couldn't fault the Orchard service whether it had been through the contact us page, phone or service when having an appointment.

### **Innovate ideas going forward**

We discussed the rollover agenda item from June minutes of innovative ideas going forward – Rebecca discussed about a health & well being service being now being available within the practice which patients can be referred in to by either a GP or non-clinical staff. The group were interested in knowing more about this service for individuals or patient groups such as targeting for instance pre-diabetics/rheumatoid arthritis, how to get in to better & more healthy lifestyles. It was suggested one of the Health & Well Being representatives come to the next meeting to see how this could be promoted, this would fit in with the ideas that had been brought to the table. We also mentioned we still had the taxi service which was still on going although probably needed re-advertising with the clinicians as well as having someone from the Community Voluntary Service come to a meeting in the next couple of months to see about the walking group and any other services provided too.

It was decided to have a September meeting (date to be confirmed) so the group could meet with the Health & Well Being Coach as well as hear any updated on the Enhanced Access hours. Members would like a GP to attend the meeting. – **Action - Rebecca**

### **Practice Manager Update**

Rebecca gave an update to the group on some new recruitments to the practice, an HCA, Katie, would be starting in September, we had successfully recruited a prescription clerk and a full time receptionist. A Salaried GP who was due to start in August has had to delay starting but hoping this will only be short term and Dr Zoe Lewis will start with us in September.

### **Flu/Covid Boosters**

A member asked with regard to the flu/covid boosters this year when/where the practice will be holding these. Rebecca thought we would be working with the pharmacy this year in

providing these within the Community Hospital setting, although this is yet to be fully confirmed. Members were happy to support this idea.

Rebecca also feedback on the action points from last meeting what had been addressed since the June meeting:

**Telephones** – we were governed by the CCG with the covid message but this has now been taken off and obviously may have to be put back on if numbers start to increase

**On line booking of appointments start small** - this is being looked in to.

**Touchscreens** – These are now up and running again, with hand gel and masks at the side

**Air Conditioning** – The air conditioning system had been switched off by the hospital, but could be switched back on should it be required.

A couple of recent experiences tie from members tied in to the above themes in the meeting with regard to documentation of times in trying to get through to the practice which had been numerous attempts. Which was discussed as above.

Another experience was a member had used the contact us form, had a phone call from a GP, seen a Registrar and been referred for ECG at the hospital within good waiting time and had a really nice experience, very efficient.