

PATIENT PARTICIPATION GROUP

University Medical Group

Update 27.02.25

AGENDA

1. Actions from last meeting
2. A single practice site
3. Friends and family results
4. Wellness/prevention programme
5. Healthwatch update
6. Proposed restructure of PPG

ACTIONS FROM LAST PPG MEETING

- Additional phlebotomy room for Donna, who was moved from Whitley Villa, has been created just off the downstairs waiting room next to Anni (in the Duty corridor)
- Additional clinical room for use of practice pharmacist has been created on ground floor near rear so they can see more face-to-face patients
- Review of ventilation in downstairs waiting room – on hold
- Review of car park for disabled parking – has commenced with the landlord
- New room layout maps displayed in the practice to reflect the changes in rooms and help patients find where to go

QUESTION SUBMITTED :
CAN THE SURGERY NUMBER
BE DISPLAYED WHEN CALLING PATIENTS?

- The practice had a major issue previously when the 'withheld/private' option was removed. Patients were missing calls from the surgery number then calling back, causing phone queues and receptionists wasting time trying to find out who had called the patient. As a rule, the surgery number will not be displayed.
- Clinicians can type 1470 before dialling patient number if patient can't receive anonymous calls. Patient needs to tell reception so clinician made aware

A SINGLE PRACTICE SITE UPDATE

- No complaints/negative feedback have been received
- No reduction in appointments
- All staff on one site means an extra receptionist at UHC and no more issues with lone working
- Clinical staff having to travel to both sites on one day has been eliminated
- Cost saving as not having an extra building to run

HIGH QUALITY PATIENT CARE

- Friends and Family Results
- Average over the last year 92.82% rated practice as good/very good
- Average number of responses per month – 348
- 4-5 stars posted on-line reviews
- Negative feedback circulated to line manager for review and any action
- Negative feedback discussed at monthly GP meeting (minuted)

NEGATIVE COMMENTS WHICH HAVE RESULTED IN ACTIONS

- 2 comments about perfunctory or careless seeming blood taking in the same month. This is highly unusual feedback so was passed to the nurse manager to undertake observations of the new member of staff. No further similar comments have been received.
- Complaint from transgender patients that calling system 'outs' them by using the title 'Mx'. This was feedback to software provider and practice now able to switch off the use of titles

MOST COMMON NEGATIVE THEMES FOR FRIENDS AND FAMILY FEEDBACK

- Inability to book GP appointments online or in advance
- Having to phone at 8am for a GP appointment, inconvenient for work or the school run
- GPs running late
- Not being able to see regular GP/GP of preference
- Practice DNA (did not attend) process

no change to common themes since last update in August 2024

UPDATE ON DNA PROJECT

- The practice implemented a robust DNA (did not attend) policy around 2 years ago
- Each new patient who registers is now given a copy of the policy
- Patients who DNA 2 appointments within 12 months are contacted by a senior member of practice staff to discuss the importance of the policy, that they understand it and to ensure that have have all the information they need to cancel appointments so it isn't wasted
- Compared with 2023, in 2024 the number of face to face GP appointments that were DNAd reduced by 18.7% (433 in 2023 v 352 in 2024)

QUALITY IMPROVEMENT PROJECTS 2025

- Working towards Pride in Practice accreditation
- Training for patients who want to give own B12 injections

COMMUNITY OUTREACH : HEALTH AND WELLBEING CHECKS

Practice is engaged with this project and reviews lists of patients eligible for an NHS Health check (patients already on BP, cholesterol, diabetes medications are ineligible)

Focus on disadvantaged groups in community setting

Reading Voluntary Action (RVA) is providing a network of volunteers and supporting local organisations that facilitate health and wellness initiatives within the community.

Funded by Inequalities Grant till, June 25

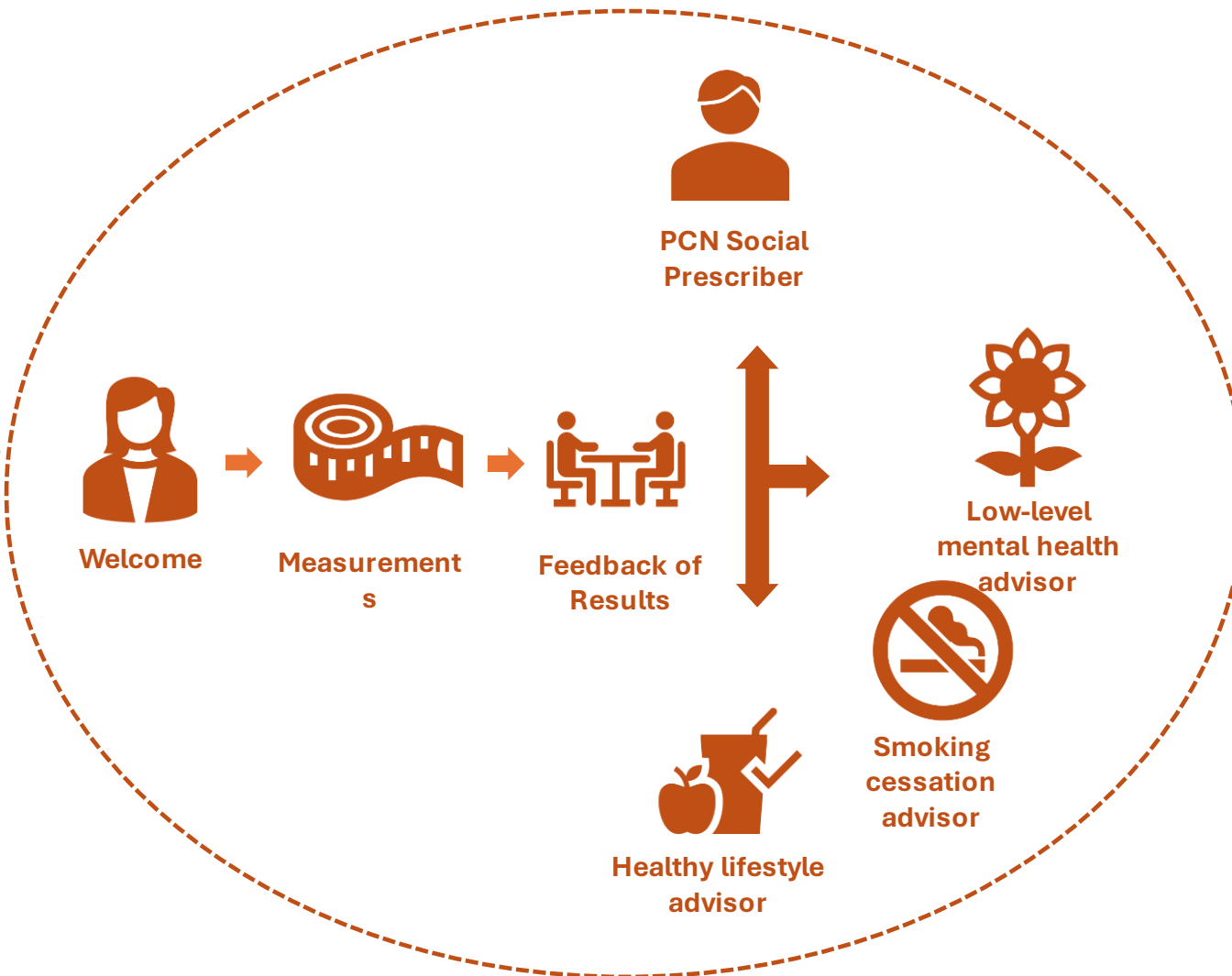
Invitation



Health and Wellbeing Check



Follow Up





ANY QUESTIONS ?

HEALTHWATCH UPDATE

- Over to Simon Shaw, Healthwatch

PROPOSAL TO RESTRUCTURE PPG

- Over to PPG members

THANK YOU