

The Practice Leecon Way  
 Minutes – 6<sup>th</sup> May 2014  
 The Practice Hawkwell Surgery

Strictly confidential

**Attendees:**

Sandra Wood Practice Manager

**Guest**

Sajjad Manji Hawkwell I Pharmacist

LH Chair  
 PD PRG Member  
 KW PRG Member  
 AD PRG Member  
 KB PRG Member

Details	Action Owner
<p><b>Welcome:</b> to all PRG members and introduce Sajjad from local pharmacist to join our meeting.</p> <p><b>Apologies:</b> Fay Miller            John Davis</p>	SW
<p><b>Surgery Update:</b></p> <p><b>SW:</b> reported practice continues to grow in size, appointments are available still within 48 hours which is a very positive area when patients look at where to register.</p> <p>Leaflet drop at the new local houses has also brought in some new registrations.</p> <p>Patients living out of catchment area already are not being deducted – it is only patients that are now moving that will have to change GP as we cannot visit out of the area. There are talks of changes taking place in January 2015 whereby a patient can register as “An out of area Patient”. If this takes place patients will then have a choice to stay on our list.</p> <p><b>SW:</b> Hawkwell working well closed 2 half days a week; this may change when new contract is in place. Patients found this hard at first but notices have been put up in window of surgery and chemist advising of the new opening times. Such changes enable the receptionist to work at Rochford and not be a lone worker.</p> <p><b>Flu Immunisations:</b> Vaccines have been ordered and due for delivery in September, we will be running some Saturday clinics this year.</p> <p><b>KW:</b> The percentage of missed appointments was excellent as it is Extremely low.</p> <p><b>LH:</b> Where are we at the moment with having a TV in the surgery?</p>	SW

Details	Action Owner
<p><b>SW:</b> Cannot have TV installed until we are under new contract.</p> <p><b>LH:</b> Contracts renewal was due August extended until March 2015. Lorraine will be attending PRG meetings will keep SW update with any further information.</p> <p><b>Patient feedback</b></p> <p>We complete different areas of feedback from the patients</p> <p><b>Postcards:</b> are completed the second week of every month, we do 25 cards for Hawkwell &amp; 25 for Leecon way. Any patients requesting a call back can put their telephone number on the bottom of the card. An audit is carried out at Head Office and sent to the practice to review and discuss in meetings.</p> <p><b>NHS Choices:</b> - is monitored by the practice for comments/concerns. We have a very good rating on Choices and encourage our patients to use this if they have any comments to make about the surgery.</p> <p><b>Comment Box:</b> is located on the wall in the reception area. Comment cards are stored underneath the box for patients to fill and place in the box. This is checked at the end of each day.</p> <p><b>Friends and Family Survey:</b> will be introduced in December 2014. This survey is to be completed by patients and monitored by the practice and NHS England. Survey results will be available within the surgery and PRG. Results will also be displayed on the PRG board.</p> <p><b>Verbal:</b> Patient feedback is regularly given verbally to reception staff/clinicians. This feedback is monitored by the Practice Manager and discussed with the relevant groups of staff/PRG members to ensure good patient care is maintained.</p> <p><b>Letters:</b> are received by the surgery. The letters are given to the Practice Manager who contacts the patient and discusses with the relevant members of staff any accolades or concerns. Information is sent to Head Office for discussion/advice.</p> <p>Patient feedback (gathered from the above sources) was discussed, with the acknowledgement that on the whole comments were positive in nature. Of those that suggest/indicate areas of improvement, the following action plan with three target areas was agreed.</p> <ol style="list-style-type: none"> <li>1. With the intention of reducing the DNA rate, improving available appointments and reducing waiting times etc. patients to be encouraged to use online booking system ( also for purpose of requesting repeat prescriptions)</li> <li>2. As with intentions of above ensuring patients are aware of texting</li> </ol>	

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<p>service through appropriate promotion of service.</p> <p>3. Noting comments relating to the lack of involvement in decisions/understanding re conditions etc. and with intention of directing patients away from making unnecessary GP appointments (therefore again improving appointments availability more awareness of self-help campaigns etc. to be appropriately promoted/signposted (choose well campaigns/pharmacy awareness etc.))</p> <p><b>LH:</b> requested that we have far more notice to arrange these meetings to enable our members to attend, this was agreed with SW and in future, we will give 3 months' notice.</p> <p><b>AOB</b></p> <p><b>KW:</b> is a member of the charity Crime Stoppers, he updated the meeting in the rising problem of Domestic Abuse. They are trying to collate information and as GP's would be one of the first to know if this was happening, he asked if it would be possible to give cards and posters etc. for the surgery, the group thought this was an excellent idea.</p>	
<p><b>Date of next meeting</b> 29<sup>th</sup> September 2014</p>	

**The Practice Leecon Way/Hawkwell  
Minutes – 29<sup>th</sup> September 2015  
Meeting Location: Hawkwell Surgery**

Strictly confidential

<b>Present:</b>	Sandra Wood	Practice Manager	<b>Guest:</b>	
	Christina Pamphlett	Administrator (Minutes)	C B:	Asst. Contracts Manager
	P D	PRG Member	J L:	Relationship Manager
	L H	Chair		
	A D	PRG Member		
	S M	PRG Member/Pharmacist		
	KW	PRG Member		

**Apologies:** KB PRG Member  
FM PRG Member

**Copy to:** PRG Members

Details	Action Owner
<p><b>Introduction and Welcome:</b></p> <p>Welcome to C B and JL – NHS England.</p>	
<p><b>Surgery Update:</b></p> <p>CB: Opened the meeting by advising that The Practice PCT contract was due to expire on 20/3/15. It has now gone out to procurement to any interested party. It has now been confirmed that The Practice intends to bid for the Contract again. This is the start of a six month process, bidders can express an interest now and the whole process needs to be completed by end of January – mid February. New Contract to be put in place 1/4/15.</p> <p>CB: asked the group what would be the best of informing all practice patients that this is being done. She thought the best idea would be to send out letters to all patients and then also have a meeting so patients can ask any questions that they want to put to her team. Need to alleviate their anxieties and quash any rumours that the practice may be closing down, in view of what happened before.</p> <p>LH/PD: Asked whether all staff would be TUPE over as they were sure all patients would want the staff to remain the same. GPs to also be included in this.</p> <p>CB/JL: assured them that this would be the case, unless of course, any member of staff did not wish to stay on.</p> <p>LH: Asked whether it would be possible to extend existing Contract if a bidder could not be found? CB responded that it was not possible as the option to extend after 3yrs had already been done for another 2yrs. She did not think that a bidder would not be found. If it became a possibility that this might happen then they would parachute somebody into facilitate the change over 6 months. However, patients do need to understand why the practice has</p>	<p style="text-align: center;">CB</p> <p style="text-align: center;">CB</p> <p style="text-align: center;">LH/PD</p> <p style="text-align: center;">CB/JL</p>

Details	Action Owner
<p>been put out to tender again. If we do not keep them fully informed the motives of why things are being done may be misconstrued. Also need to keep all staff fully in the loop so they can answer any patient's questions when they come into the surgery. The bidding process will close in December; all interested parties must place their bids by that time.</p>	LH
<p>The group also wanted reassurance whoever might take over the two sites, that they would keep things running as they are now, especially with regards to appointment slots and the availability of booking appointments in advance. They would like this to be written into any new Contract, that appointments do not have to be booked on the day, as some other surgeries are doing.</p>	LH
<p>CB: Assured them that they are aware that the surgeries are run well, it would be expected that any other interested party would leave the surgeries to run as before. The only difference to the new Contract would be that they are expected to offer 7 day opening. This would probably be at alternate sites each week the same as Saturday opening times are at present.</p>	CB
<p>It was agreed that LH and SW would read the draft letter to be sent out to patients to advise them of the end of the present Contract and that it has been put out to tender. It was agreed that it would be a good idea to have a day when patients could drop in and speak to the Contracts team about their concerns.</p>	LH/SW
<p>CB/JL then left the meeting.</p>	
<p>PRG meeting continued on.</p>	
<p>Minutes from last meeting were read.</p>	
<p>SW: informed members that the patient list was still growing very quickly. This in part is due to the Retinopathy Service having a clinic at both sites and patients then requesting patient registration packs. A lot of them did not know the surgery was here.</p>	SW
<p>SW: Also added that new patients who move out of the catchment area will be removed from our list. Also new patients are not being taken on if they live out of the catchment area. There is a proposed change in January 2015 where patients can remain on the list as an Out of Area patient, but GPs will not have to visit.</p>	SW
<p>A leaflet drop has been made to new houses in the Hawkwell area and we gained 30 new patients by doing this.</p>	SW
<p>Sajjaid asked if he could put up a leaflet in the waiting room at Hawkwell to advise patients of his new services that he can now provide i.e. BP test and flu vacs.</p>	SM
<p>SW: advised that this would be awkward for her to advertise that he offers flu vacs as a service if we provide this ourselves and we have already our vaccines which we would not be able to return.</p>	SW

Details	Action Owner
<p><b>List Size:</b></p> <ul style="list-style-type: none"> <li>• To increase patient list size by leaflet dropping in new houses.</li> <li>• Posters displayed in reception waiting area and local pharmacist.</li> <li>• PRG group when attended various functions to make people aware of registration availability.</li> </ul> <p>Details of registration available on The Practice website.</p>	
<p><b>ACTION PLANS (Discussed and Updated):</b></p> <p><b>Self Help Campaigns (Including Flu):</b></p> <ul style="list-style-type: none"> <li>• Text messages to be sent to all patients eligible for flu vaccination.</li> <li>• Information board in both surgeries to attract flu patients.</li> <li>• Flyers attached to prescriptions.</li> <li>• Banners and posters on display in both surgeries.</li> <li>• Saturday and late night clinic will be available</li> <li>• Posters displayed in reception promoting the use of the pharmacy with the intention of reducing the need for a clinician appointment.</li> <li>• NHS website information available in reception to promote self-help campaigns</li> <li>• Non-smoking information/leaflets available on notice board in reception clinics available – information regarding clinics can be obtained from reception.</li> </ul>	
<p><b>Online Booking:</b></p> <ul style="list-style-type: none"> <li>• Informed the group that posters were on show in reception informing patients of this service.</li> <li>• Reception staff to make patients aware of this new service and if they would like to sign up for a user name and password. All staff have been trained to complete this for the patients (at this time patients will also be asked if they would like to be a virtual member of the PRG).</li> <li>• All staff are aware which service they contact should the patient inform them that the site is unavailable.</li> </ul>	
<p><b>Text Messages:</b></p> <ul style="list-style-type: none"> <li>• Appointment reminders are sent by text – two messages can be sent but it is not possible to send on the day of appointment as well to remind patients of appointment. One is sent the day before which enable patients, if they have forgotten, to either re-schedule or cancel, giving us the opportunity to offer to another patient. We only have 4% of wasted appointments.</li> <li>• Posters are available in reception informing patients of this service and how to access this</li> </ul>	
<p><b>How to make the group more representative:</b></p> <ul style="list-style-type: none"> <li>• The group discussed how to make the PRG group more representative.</li> <li>• Flyers to be given to all patients and attached to prescription.</li> <li>• Reception to inform patients of the group and the role the group plays within the surgery.</li> <li>• Poster to put in local pharmacy window.</li> </ul>	

Details	Action Owner
<ul style="list-style-type: none"> <li>• Update the practice website the PRG group more representative.</li> <li>• Discuss with other Practices how to make the PRG group more representative – joint group meeting across the HUB.</li> </ul>	
<p><b>Date of Next Meeting:</b> 27<sup>th</sup> January 2015</p>	

The Practice THE PRACTICE LEECON WAY & HAWKWELL  
 Minutes – 27<sup>TH</sup> January 2015 1.30pm  
 Meeting Location: Hawkwell Surgery

Strictly confidential

**Present:** Sandra Wood PM,  
 Linda Ward Asst PM,  
 L.H. Chairperson,  
 A.D. PRG Member  
 P.D. PRG Member  
 J.D. PRG Member  
 K.W. PRG Member  
 K.B. PRG Member

**Apologies:** Faye Miller

**Copy to:** PRG Members

Details	Action Owner
<p>Welcome:                      SW: Welcome to PRG group.</p>	
<p><b>Surgery Update:</b></p> <p><b>LH:</b></p> <p><b>CONTRACT:</b>                      The Practice had won the contract to keep Leecon Way &amp; Hawkwell for a further 10 years and rolling 5 years.</p> <p>Opening hours will change from 1<sup>st</sup> April 2015 as per new contract but the surgery has 6 months to implement the changes.                      The surgery will also start opening on a Sunday when the changes are implemented. Recruitment for a GP for the Sunday opening hours will take place, LH suggested this is be done soon as there has been a federation formed by 19 out of 28 GP's in the area who will all be opening on a Sunday and will also be looking for GPs.</p> <p><b>NEW ROLES:</b>                      SW &amp; LW have been appointed PM &amp; Assistant PM at The Practice South Woodham Ferrers for a 3 months trial period from 01.02.15 whilst keeping the same role at Leecon way &amp; Hawkwell surgery.</p>	<p>LH</p> <p>SW/LW</p>



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<p><b>RECRUITMENT:</b></p> <p>AS receptionist has left the surgery, JB &amp; BB receptionists have increased their hours to take all of these hours on and to train on areas of admin whilst SW &amp; LW cover SWF. We will be recruiting a zero hour's receptionist to help out over the next 3 months to take on hours for Sunday opening and reception cover.</p> <p>Discussed how we rent the rooms when not in use by a clinician which is working well and bringing in revenue for the surgery. We have also had a lot of positive feedback from the patients that use this service.</p> <p>Dr S is visiting patients over 75 who are on our unplanned admission list to discuss the care plan for the patient.</p> <p>We are making enquiries into a TV for the waiting room for advertising clinics we have in the surgery &amp; local information. There is no payment for this service but on going enquiries re having a contract are in progress.</p> <p><b>LH-</b> shared with us GP practice location &amp; deprivation heat map. Discussion that patients should be fined people who DNA appointments, LH suggested that with payment patients would demand more from the surgery.</p> <p>PRG want CCG to inform patients of the new opening hours rather than put in a newsletter, emphasis Saturday &amp; Sunday.</p> <p><b>KW</b> -shared information on Crime-stoppers and brought in posters and cards for the surgery.</p> <p><b>List Size</b></p> <ul style="list-style-type: none"> <li>List size is growing rapidly, discussed leaflet dropping by staff.</li> <li>Registered 30 new patients last month this is the most we have registered in a month, we are not losing many patient either. Patients that are leaving are patients that are actually moving out of the area. Going forward we will be able to keep the these patients if they want to stay at the surgery they will be registered as "Out of Area Patients"</li> <li>Renting the rooms at Hawkwell as helped us with new patients, people using this service are requesting to register with the practice.</li> <li>Local pharmacist is also involved with displaying our poster.</li> </ul>	<p><b>SW/LW</b></p> <p><b>LW</b></p> <p><b>SW</b></p> <p><b>LH</b></p> <p><b>KW</b></p>
<p><b>How to Make the Group more representative</b></p> <p>Flyers are attached to prescriptions and letters that are picked up at surgery. These are also on display in reception.</p>	

Details	Action Owner
<p>There is a notice board in both sites for the PRG and posters are displayed on these boards – dates are also on the board for the next meeting- inviting patients to join the group either as a member or a Virtual member of the group.</p>	
<p><b>ACTION PLANS: (discussed and updated)</b></p> <p><b>Online Booking</b></p> <ul style="list-style-type: none"> <li>• Online booking is proving a success; all appointments are opened 8 weeks in advance, on a weekly basis it is checked to see if any slots have not been used for that week, these are then used for appointments as normal not to waste any.</li> <li>• Online service will be updating to enable patients to also cancel appointments that they made if no longer required, this will help with DNA appointment.</li> <li>• Prescriptions are also being booked online this help to free up the receptionist to complete other tasks.</li> </ul> <p><b>Texting Service</b></p> <ul style="list-style-type: none"> <li>• This service has been available for some time. The surgery will use this service to inform patients of specific clinics i.e. flu.</li> <li>• The surgery is at the moment looking to use this service to cancel appointments to help with DNA.</li> </ul> <p><b>Self Help Campaigns (Including Flu):</b></p> <ul style="list-style-type: none"> <li>• Flu vaccine uptake has been very successful this year, we first invite over 65 patients, and then patients under 65 at risk. We have used text messaging this year, which has proved a great asset.</li> <li>• Children were also entitled to have a nasal flu spray this year, and again the uptake has been very good.</li> <li>• We have a weekly update table from Head Office which we enter our figures on; the national percentage is to achieve over 80%, which we succeeded in doing over 90%.</li> <li>• Posters continue to be displayed in reception promoting the use of the pharmacy, NHS Choices Website and self-help campaigns with the intention of reducing the need for a clinician appointment.</li> </ul> <p><b>Patient Feedback:</b></p> <p><b>CHOICES WEBSITE:</b>  Patients are encouraged to make comments on this site by the surgery. Any updates on the choices website is done on site. The site is monitored by The Practice for comments &amp; concerns; these are all acknowledged on the site. Currently the Practice Leecon &amp; Hawkwell have 5 stars.</p> <p>Posters available on the pin board in reception area.</p>	<p>SW</p>

Details	Action Owner
<p><b>Family and Friends</b>            Family and Friends box in reception area – we had a dummy run in December which proved very positive feedback from patients.</p> <p>Postcard are completed one week a month in each of the sites these are then sent to Head Office who collate the information, this is sent back to the surgery on a graph which is put on the PRG notice board. This survey shows we are providing a good service for the patients</p> <p><b>Complaints:</b>            We have no complaints outstanding for the surgery.</p>	
<p><b>Date of next meeting</b>            14th May 2015 Leecon Way Surgery 18.30pm</p>	