



PATIENT PARTICIPATION GROUP

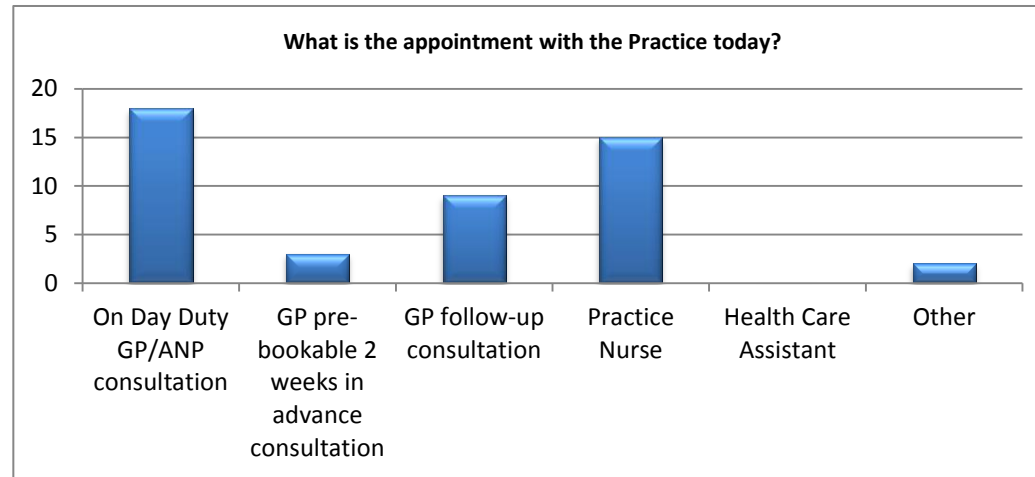
Minutes of Meeting – Friday 14 June 2019 at 11.00am

	Action	Discussion	Completed
1)	Welcome, introductions, confidentiality agreement, apologies	<ul style="list-style-type: none"> The PPG welcomed two new patient members to the PPG. Introductions were given and the confidentiality agreement signed by the new members. Apologies received from three existing PPG members. 	KPJ
2)	Review of Minutes from 15 March 2019	<ul style="list-style-type: none"> Minutes from 15 March 2019 agreed to be a true and accurate record. PPG ratified. For attachment to Practice website. Please find attached appointment booking flowchart requested by PPG from last meeting. 	KPJ
3)	Patient survey results/discussion	<ul style="list-style-type: none"> The Practice would like to thank the PPG for their time and support when 47 patients were surveyed by them on 8 April 2019 and for their post-comments and analysis received by them. The survey results and the PPG comments have been reviewed and discussed with the GP Partners on 27 April and 3 June 2019. The PPG noted that whilst the survey had been productive and worthwhile, the opinions received from 47 patients were a small representation of the 10,200 patients currently registered at the Practice. The PPG suggested that the next quarterly survey should be extended to one week with timings to vary during each day to capture a more demographic result and a higher proportion of patients. It was agreed that the next survey would run at the end of September/beginning of October to coincide with the 'flu vaccination drop in sessions when the Practice receives a higher proportion of footfall. KPJ will confirm dates. 	

- The PPG asked the following six survey questions:



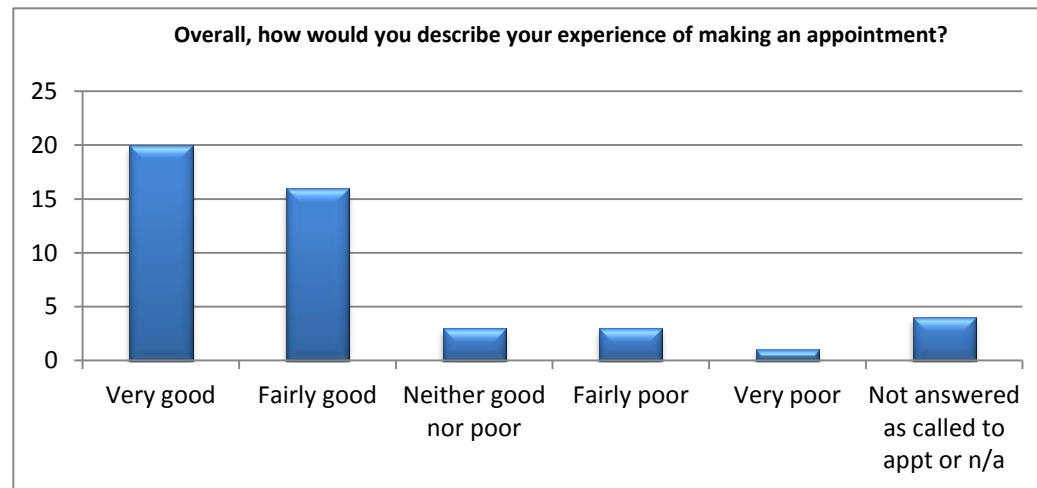
- It was noted that only two patients out of the 47 had used the online Patient Access to book their appointment. Following an audit carried out by the Practice in December 2018, 12% of patients registered at the Practice were using the online booking system at that time. The audit has been repeated in June 2019 and the Practice is pleased to report that this number has increased to 25%.
- The Practice is pleased to report that the online facility has been extended to allow patients to book minor ailment consultations and consultations with any GP. For minor ailment consultations, patients are requested to provide a brief description of the problem in the edit section. Consultations with a GP Partner will be by telephone.
- For further information regarding online consultations, please see the attached leaflet – [Accessing GP Records Online](#). Online Access now allows patients to view their medical records and test results however if time has elapsed since last logging into Patient Access, the Patient Liaison Team require patients to request reinstatement.



- It was noted on the survey that some patients are not aware that the Practice offer a pre-bookable consultation service in addition to the medically necessary on the day system. For further details about the Practice appointment system, please see the attached leaflets – 1) [GP Telephone Consultations Changes May 2018](#), 2) [Appointments leaflet](#).
- The Practice is pleased to report that advance consultations are now two weeks ahead not four for routine issues. These consultations are either face to face with a salaried GP or with a GP Partner by telephone. If there are no consultations available, the administration team will endeavour to accommodate patients asking the GP on behalf of the patient.
- For medically necessary on the day consultations, patients can contact the Practice during the day and request a telephone consultation with the Duty Team, consisting of a GP and two Advanced Nurse Practitioners. To help assist the Duty Team, patients are requested by the administration team to provide details about their problem. This allows the Duty Team to triage throughout the morning for urgent problems to be prioritised. Following a Duty Team telephone consultation, patients may be offered a consultation with the most appropriate clinician should the problem require a face to face consultation.
- For home visits, patients are requested to contact the Practice before 11.00am if at

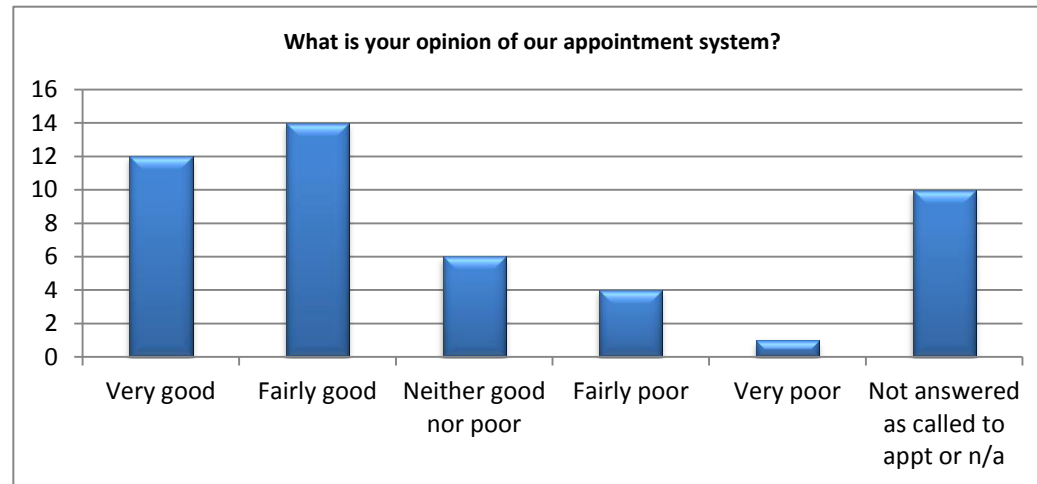
all possible.

- Patients are not required to telephone the Practice to request a follow up appointment as the GP will make this at the time of the consultation.
- For phlebotomy appointments, the Practice has recruited a temporary Health Care Assistant during the summer months. In addition, the Practice has recruited a Practice Nurse and will be recruiting a Health Care Assistant to commence September 2019. Due to confidentiality, blood test results cannot be sent via the MJog facility.
- Throughout the week we offer routine pre book appointments with GP Partners and other clinical staff, there are also a variety of additional clinics available for enhanced services, such as minor operations, INR monitoring, Leg Ulcer clinics. It is felt that offering a separate duty team for medically necessary on the day requests enables a clear distinction between routine and 'urgent' appointments, allowing clinicians appropriate triaging of services. We believe similar systems are being adopted throughout the locality.




- The Practice is pleased to report that a new telephone system will be installed for activation in March 2020. This new system will notify patients of their place in the queue. Patients will have the option to request a call back from the Practice if they

choose to end the call whilst ensuring their place is kept in the queue. The new telephone system will allow greater capacity with unlimited telephone lines coming in and out of the Practice.



- It was noted during the survey by the PPG that patients have no complaints with the service they receive once they are able to get through.



		<ul style="list-style-type: none"> • In addition to any face to face patient survey, the Practice also receives patient feedback directly via letter and telephone, the Friends and Family Test, the Practice website comments page, NHS Choices and comments received from search engines. Patients are encouraged to leave anonymised comments on the Friends and Family Test, the results of which are posted monthly on the Practice website. It was noted that from the 16 responses received from last month's Friends and Family Test, 15 were positive with the only negative comment being that the GPs run late. Please see attached to view an example of the Practice feedback leaflet. • Patients were asked to rate the Practice:  <table border="1" data-bbox="855 526 1906 1023"> <caption>Practice Star Rating Five Stars Considered to be Excellent</caption> <thead> <tr> <th>Star Rating</th> <th>Number of Patients</th> </tr> </thead> <tbody> <tr> <td>5 stars</td> <td>9</td> </tr> <tr> <td>4 stars</td> <td>24</td> </tr> <tr> <td>3 stars</td> <td>12</td> </tr> <tr> <td>2 stars</td> <td>1</td> </tr> <tr> <td>1 star</td> <td>1</td> </tr> </tbody> </table>	Star Rating	Number of Patients	5 stars	9	4 stars	24	3 stars	12	2 stars	1	1 star	1	
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4)	Suggested PPG activities	<ul style="list-style-type: none"> • Online patient appointment training (Online Access) and waiting room check in support – the PPG have kindly agreed to assist Practice patients gain access to Online Access week commencing 19 August. • Patient survey end September/early October. 													
5)	AOB	<ul style="list-style-type: none"> • The PPG queried the waiting room television screen usage but the GPs have decided that by collecting patients from the waiting room will allow them to better assess their patient getting up out of the chair and their walking ability. The Practice will however investigate whether the screens can be used for Practice notices. 													

10)	Date of next meetings	All PPG meetings at 11.00am at MGMP: <ul style="list-style-type: none">• Friday 13 September 2019• Friday 13 December 2019	
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