

PPG Meeting from 16th November 2017

MINUTES

In Attendance:

Clive Jones (CJ) PPG Chairman

Rachel Kennouche (RK)

Phil Owen (PO)

Dr Shana Tam (ST)

14 Patients

Agenda No.	Agenda Item	Action
1.	<p>Matters Arising</p> <p>CJ advised that the only action outstanding from the previous meeting is a card with a list of helpful phone numbers. PO advised that he is in the process of reviewing practice documents with the GPs and that he could incorporate producing the card with this.</p> <ul style="list-style-type: none">• To produce cards with helpful phone numbers on (draft sent to CJ for approval) <p>CJ advised that the Wellbeing Co-ordinator that was due to attend the meeting today is unwell but that she would be invited back for the next meeting.</p>	PO
2.	<p>Carers Update</p> <p>Jolene Weaver, GP Carer Link Worker attended the meeting to update the practice. Jolene explained that she works for Cheshire and Warrington Carers Trust and last attended the PPG Meeting approximately 18 months ago.</p> <p>Jolene advised the aim of the Carers Trust is to identify carers who are looking after someone else unpaid and couldn't cope without their help.</p> <p>Jolene advised that in 2015 the practice had identified 60 carers and then in 2016 it had risen to 250. The practice this year has 257 carers identified. Jolene advised that this year there have been 10 new carers identified. Jolene explained that the CCG's target is that 1.5% of the practice population is identified as a carer and that the practice is ahead of this target.</p> <p>Jolene explained she regularly meets with PO and Kim who is the Carers Link in reception. She advised that carers sign up by completing a carer's form in reception. She also advised that there are cards at reception with the carers helpline number on which provides help and advice Monday to Friday.</p> <p>Jolene showed the group the Emergency Card which is a card which the carer keeps with them and if anything happens to the carer the number on the card will be contacted and this will trigger a support plan that the carer has previously agreed. Jolene advised that the service will change in January.</p> <p>There was a discussion about how it can be sometimes be difficult to identify different types of carers as patients don't often see the same GP when they visit the practice.</p>	

<p>3.</p>	<p>Patient expectations</p> <p>ST introduced herself and advised the group that she is also the Vice Chair of Primary Care Cheshire (PCC), which is a federation of GP practices operating across West Cheshire. ST advised she has been a doctor for over 20 years, as a GP for 15 years and has worked at over 30 different practices (due to locum work) so has a good understanding of how different practices operate. She explained that there are often variable standards at different practices but that Boughton Health Centre provides an excellent service. ST advised that increasingly medical students do not want to go on to be GPs and there is a problem nationally with recruiting. RK advised that Boughton is in a unique position of attracting 4 Salaried GPs over the last 2 years with all of the GP's becoming Partners whereas other local Practices have long term GP vacancies.</p> <p>ST opened up the discussion by asking patients for their feedback regarding the "State of General Practice" video. She advised that she had read the feedback forms that have been sent back to the practice and would like to discuss this with the group. A member of the group asked ST "what is the practice planning to do with the video and what does it achieve?" ST explained that the video is to help patient empowerment and make people more aware of the current situation. ST advised that in order to protect the service that the practice provides people need to understand the current problems the NHS faces. There was a discussion regarding signposting and the understanding that patients can see other skilled professionals such as Physiotherapists and Nurse Practitioners.</p> <p>There was also a discussion about how more resources have gone into hospitals rather than General Practice.</p> <p>A member of the group queried what the next step with the video would be for the practice. ST explained that she would be consulting with the practice staff & the PPG for further discussion. ST explained that the practice can't meet all patients expectations and the video helps to explain and give patients an understanding of why.</p> <p>There was an overall mixed reaction to the video; it was discussed that the video could be seen as negative but that some of the statistics mentioned in the video are powerful. ST advised the video would not be uploaded to the practice in its current form due to the overall negative feedback. It was discussed that the practice could make their own video and use the current video as a framework but have an overall more positive message.</p> <p>A member of the group advised that she had called 111 for advice recently and they had been very helpful with her query. It was discussed that 111 has improved over time. It was discussed that Extended Hours is shortly going to be publicised and promoted more.</p> <p>ST advised that change is coming but it can be a positive thing and there is potential to shape what happens in the area.</p> <p>ST advised she would update the Virtual Group & Committee with any news and updates she gets.</p> <ul style="list-style-type: none"> • ST to meet with CJ and RK for further discussion (actioned 29/11/17) 	<p>RK</p>
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<p>4.</p>	<p>Practice Update</p> <p>Extended Hours CJ advised the group that Extended Hours is going to be heavily promoted by the CCG to help ease the pressure on general practice. CJ explained that appointment availability at the different sites has been increased.</p> <p>Extended Hours operates:</p> <ul style="list-style-type: none"> • Monday to Friday: 18:30-21:30 • Saturday: 9.00 – 14:00 • Sunday: 10:00 – 15:00 <p>A member of the group advised that there were initially problems when booking dressings into Extended Hours as the practice has to provide the dressings prior to these appointments. It was discussed that patients can call Extended Hours directly on 0300 123 7740 to make appointments or they can book through the surgery.</p> <p>Practice Staff Update RK advised that the practice has recruited a new IT Manager, Jon Ellis, back in June. RK explained that he works at the practice 3 days a week and 2 days a week at Heath Lane Medical Centre. RK advised he has a wealth of IT knowledge and is involved in lots of new projects for the Practice. He has recently been working on the new website and increasing the practice’s social media presence. PPG members commented on the new website.</p> <p>RK advised there has been a lot of work behind the scenes with the new website and she is open to feedback from patients.</p> <p>RK also advised that the practice has recruited a new Health Care Assistant who will start at the beginning of December. Victoria will be working 30 hours per week over 4 days. RK advised she has an extensive HCA background in the NHS and the Merseyside Police Force.</p> <p>A member of the group queried what the role of a Health Care Assistant is. RK explained that the Health Care Assistant takes bloods, completes health checks, takes ECG’s and some administration tasks such as stock taking. RK advised that the Health Care Assistant will potentially upskill to do some injections.</p>	
<p>5.</p>	<p>Friends and Family Test Results</p> <p>PO advised for the last 6 months 94% of patients were either likely or extremely likely to recommend the practice to their friends and family. PO advised this was a fantastic result and outperforms the national and CGG average.</p> <p>PO explained there were some comments regarding waiting times and the practice is looking at how they can deal with the comments raised and it is a delicate balance between clinics running to time and ensuring that patients have enough time in their appointments.</p> <p>It was also discussed that some comments regarding appointments could be helped by signposting to alternative services which would then free up face to face appointments.</p> <p>PO advised that there were also comments regarding the new phone system, but these were mainly just after the new system was introduced. PO explained that the new phone system generally works better and there had also been positive</p>	

	<p>feedback regarding the queuing system.</p> <p>PO explained to the group feedback from the FFT results is analysed and discussed within the practice.</p>	
6.	<p>Patient Access</p> <p>PO advised that 3,577 patients now have Patient Access, which is 27.8% of the practice population and 1,274 have access to their medical records (9.9%). 394 of these patients have long term conditions; the Practice is now placing a focus to increase this number. PO advised that there is a 4 week turnaround for patient's medical record viewer; except for new patients where we need to receive their notes first and this can take 12 weeks.</p>	
7.	<p>National Patient Survey</p> <p>The national survey is now completed annually on behalf of NHS England, which gives patients an opportunity to share their experience of their practice, enables the practice to see how it is performing compared to other practices and helps us to improve our patient's experience.</p> <p>PO advised that following the survey results the self-check in screen has now been updated to give patients an estimated waiting time when they check in. The Nurses have also reviewed their appointments and the practice has adapted its list of who can see what and for how long.</p> <p>PO advised that the practice is continually reviewing the clinic structures and the practice experiences a high volume of extras which puts increased pressure on clinical staff and results in longer clinics, so we are working to provide the clinic capacity where this is most needed.</p> <p>PO explained that the Partners feel patients need to be aware of the pressures within general practice and understand why there are problems with getting appointments and waiting times and this is one of the reasons why the "State of General Practice" video has been discussed earlier in the meeting.</p> <p>For a more detailed breakdown of the survey results, please see the attached summary:</p>  <p>National Patient Survey July 2017 sun</p>	
8.	<p>E-Consult</p> <p>PO advised that e-consults have been in place at the practice for 18 months and have now been rolled out to other Practices across the CCG. This enables patients to submit a query online (rather than having an appointment) which will be reviewed by a clinician and responded to by the end of the next working day.</p> <p>PO explained that there have been 2483 unique visitors to our site and 755 e-consults have been submitted resulting in approximately 453 appointments saved.</p> <p>PO provided some positive feedback the practice has received regarding e-consults:</p> <ul style="list-style-type: none"> • "Super quick and I didn't need to come in - or take up a 10 min slot" • "89 years of age saved a trip to surgery" 	

	<ul style="list-style-type: none"> • "A quick positive reply easy to understand" • "Very convenient. I can submit at any time of day and it saves me having to come in to the surgery unless it's necessary." 	
9.	<p>In – house Patient Survey</p> <p>CJ ran through the results of the in–house patient survey. CJ advised that the results were better than the national survey and more patients were surveyed.</p> <p>CJ explained that the Clinical Practice results have improved from last year.</p> <p>CJ advised that the Non Clinical Practice results have improved other than “how satisfied are you with the service from the reception staff” which has gone down by 4% since last year to 85% (although the national survey suggests 91% of patients find the Receptionists at the surgery helpful). It was discussed that the perception of the reception team can be affected when patients cannot obtain the appointments they wish to have. RK advised each year the survey results are analysed, discussed with all the Practice Team and an action plan devised. RK went on to explain there have been prolonged unexpected absences in the Reception Team over the summer period so this may have affected the survey results. CJ advised that satisfaction has generally improved across the board.</p> <p>RK thanked CJ and the PPG Committee for all their hard work and support with the patient survey.</p>	
10.	<p>AOB</p> <p>A member of the group queried whether the walking group as discussed in a previous meeting had been set up. A member of the committee advised that it hasn't as Brio and Age UK now provide a similar group, so we would direct patients to this service. Brio also always has a trained first aider on their walks.</p>	
Close	15:40	