

## Minutes from the PPG Meeting held on Wednesday 29<sup>th</sup> April 2015

Present: Clive Jones, Chairman  
Rachel Kennouche, Practice Manager  
Phil Owen, Office Manager  
Dr. Annabel Jones  
11 patients

### 1. GP Recruitment Update

Rachel shared how on 13<sup>th</sup> April we had two new Salaried GPs join the practice. Dr. Iain Bailey will be working full time, delivering 8 sessions per week and Dr. Shana Tam will be working part time, carrying out 4 sessions per week. As a Practice we feel fortunate to have been able to recruit two experienced GP's as currently across the country there are many unfilled GP posts.

Rachel explained that after the GP's have been in post for 6-12 weeks the Practice will analyse the affect this new capacity is having on appointment access. Following on from this the Practice will also be carrying out an appointment access audit, this will help the Practice to monitor the appointment requests to ensure the patient is gaining access to the right clinician/clinic, to identify other services that could be offered or to ascertain if patient self-help projects are required. Rachel suggested we could review the findings of this project at the next PPG meeting.

A member of the group asked about how the practice has facilitated the new GPs as far as space for them to work is concerned. Rachel explained that the Partners had made a financial investment into the Practice and we have recently completed a project which has created two new consulting rooms (Room 12 and 14).

A member of the group commented on how they have seen a number of patients walking down the main corridor and then having to come back to look for Room 12 and 14 (the new rooms). Rachel explained that there are numerous signs on the wall/door directing patients to the location of these rooms and there are numbers on the consulting room doors.

A member of the group commented how they have had trouble using the self- check in screen within the waiting room. Phil explained how we are currently carrying out a patient survey on the use of the screen and he is looking at changing the signage for the use of this.

### 2. Practice Performance – Patient Survey and Friends and Family Test (FFT)

Clive explained how the CCG have published statistics for last year and how he has compared Boughton's figures to those of West Cheshire Clinical Commissioning Group and the England average. Clive has put this information into a presentation and he showed this to the group. In all areas the practice has performed above average.

Clive explained how the practice has previously faced criticism regarding patients getting through on the telephone but from looking at these recent figures it shows that the Practice is above average, compared to the local and national average. Clive explained how the Practice has invested in upgrading their telephone system which now enables the Practice to monitor calls and gather statistics on usage/peaks/troughs/volumes. The Practice is also looking into further investment by adding an additional item onto the system so that patients can go into a "queuing" system. Currently if all incoming lines into the Practice are in use then patients will get the engaged tone.

Clive discussed the on-line booking of appointments; currently the Practice is at the forefront within the CCG with the stats stating 18.8% of appointments are booked on-line. This is a project the Practice fully supports and Rachel has set a target for this to reach 30% within 2 years.

Phil circulated a document which showed the results of the GP patient experience survey from December 2014. He explained how in 6 out of the 13 areas we are in the top 10 practices.

As a practice we are ahead with driving forward patient access and now that patients can view their medical records on-line, they are able to view this before their appointment and then come to their appointment with their questions ready.

The second document that Phil circulated was information on the Friends and Family results. Phil explained how every time a patient attended the practice, they are automatically sent a text message asking if they would recommend the practice to their friends or family. There are also cards available within the practice for those patients who do not have a mobile phone.

Phil explained that there is no comparative data available yet, but explained how the latest data, for March, shows that 94% of patients have stated they are likely or extremely likely to recommend the practice.

A member of the group asked about what impact the move of Elms Medical Centre into town is likely to have on the practices population. Phil explained that we keep an eye on new registrations and that there has not been a noticeable increase so far; however the move has not yet taken place. Rachel explained how that with intercity registrations (where a patient is moving from another surgery within the city) we will always ask the patient why they wish to move practices.

A member of the group asked if the practice would ever close the list. Rachel shared how we currently have 12,166 patients registered and that if patients wish to register with the practice due to reputation we would welcome this, but capacity could become an issue if the list size increases too much. Dr. Jones explained that a practice can apply to close their list but this has conditions attached to it that could disadvantage the practice and affect the way in which the practice is run.

The Friends and Family question gives the option for patients to leave feedback and we have received some positive feedback about our caring, pleasant and professional staff, the excellent service they provide and patients feel they can access an appointment when needed.

There were 5 areas that stood out where patients suggested areas that could be improved or that they were concerned about. Phil went through these areas and explained what we have done to address them (see separate handout).

A member of the group had a query about booking appointments at the Reception Desk and Phil explained that if there is an appointment available the patient can book an appointment. Phil explained how each day at 8am appointments are released for that day, 2 days in advance and 2 weeks in advance. There are also urgent slots throughout the day. We also offer an advice line and telephone appointments.

A member of the group asked if we had ever considered opening at the weekend and Rachel explained that although the practice does not open there is an extended hour's service within the city where our patients can be seen. The extended hours service is held in the 1829 Building at the Countess of Chester Hospital and is held Monday to Friday 6:30pm until 8:00pm and Saturday morning 10-12. The CCG is currently looking at more weekend opening but within clusters rather than at individual practices.

### **3. Healthy Living Event**

Dr. John Tacon, member of the Parish Plan Steering Group for Great Boughton has come to talk to the group about medical services in the parish. He explained how within the parish they do not

have any medical services. They do however have a community center which they are starting to use and are interested in bringing medical services out to the community.

He explains how in March they held a healthy living event where one of the Practice Nurses from Boughton attended along with representatives from Health Lane Medical Center and other organisations such as Age UK, the Alzheimer's Society etc.

Dr. Tacon explained how they have been thinking about social prescribing and what activities could be held at the community centre to help prevent people from getting ill. Rachel explained how social prescribing is a current project the CCG are promoting as part of the larger "West Cheshire Way" project. Rachel explained how social prescribing is a project that is to be explored by the Practice.

A member of the group shared how the Community Liaison Officer from Waitrose attended a previous PPG meeting and that they were interested in projects with the community and suggested they get in touch with her. Rachel will pass on the details to Dr. Tacon.

#### **4. Patient Access**

Rachel gave an overview of patient access and explained how we were a local "early adopter" of this service. She explained how from 1<sup>st</sup> April 2015 every practice had to allow patients to book appointments on-line, order their repeat medication and be able to view basic medical information such as immunisation history and allergies.

The Practice have been providing on-line access since 2006 and 11 weeks ago Rachel explained we went live with a 'bolt on' to allow patients to view their full medical records. Rachel explained how we wanted to go one step further than the contractual requirement and allow patients access to view consultations, consultant letters and test results on-line.

Rachel explained that we currently have 2290 registered for patient's access, which is 18.8% of our practice population. 180 applications for patient's access had been received in the last 11 weeks and 79 applications for medical records access have been granted and 30 of those patients have a Long Term Condition. Rachel showed a chart with the age demographics of patients who are registered for on-line access, this showed the highest % of patients (21%) registered for patient access are in the age bracket 60-69 (copy attached).

Rachel went on to explain that we are currently in the process of adding additional information onto the website to support those patients using medical records viewer. We are looking at producing a "jargon-buster" with the more common medical terminology and providing more information on blood test results. The nurses are also explaining to patients when they attend for their annual review what results level is "normal" for them, so that they are informed when looking at when viewing their results on-line.

Clive went on to explain in order to promote the use of Patient Access with non-digital users, the Management Team and the PPG have met to discuss a way forward. It was agreed the PPG and Practice would work together to explore the provision of similar benefits to non-users of digital appliances to those currently utilised by patients using online access. Non digital patients will need to follow the same application process and complete a questionnaire/consent form and provide two forms of identification for verification. The PPG have sourced information from the local libraries where patients can get access and we are looking at developing a "pilot" scheme where by the PPG committee members will assist non-digital users accessing this information in the Practice. Rachel will be discussing this with the Partners for approval.

A member of the group made the suggestion that patient access needed be reworded as it is not clear that it covers on-line access. Rachel explained that "Patient Access" is the name of the software system that is used nationally.

## 5. PPG Google Group

Clive explained that two members of the PPG committee monitor the google and Facebook groups. Neither of these are very active. Clive explained that they are advertised within the practice but asked for suggestions of how to move forward. It was suggested that information be updated and put on the television presentation in the waiting room.

- Clive to find out if PPG social media group is advertised on the television presentation

## 6. Moving forward in the next 12 months

Clive discussed potential projects the PPG could assist with for 2015/16. Rachel ran through the areas that had been discussed;

**Patient access** – Rachel thanked the PPG for supporting the Practice with the consultation process and the initial launch, this is an on-going project so the PPG will now be supporting the Practice with the access for non-digital users and offering advice for useful information to be included on the website. Rachel asked the PPG to think of any ideas how we can raise awareness to those patients who do not attend the practice, and those patients with long-term medical conditions.

**Carers** – At the last PPG meeting in November Lesley Thompson, Carer Link, was invited to speak to the group. She explained that the Practice prevalence figure for the recording of patients who are/have a carer is low. Rachel explained that unless patients tell us they are a carer or have a carer we do not find out this information. The practice pro-actively promotes this in the new patient pack, on the website and within the Practice on the notice board. Rachel requested the support of the PPG and asked for any ideas to gather this information. She explained we have two reception team members who are "carer links" and have forged a communication link with Cheshire and Warrington Carers.

**Patient Survey** – As discussed earlier, the PPGs will be supporting the Practice to carry out an in-house annual survey, maybe in September after the holiday season. Rachel explained to the new members of the group that Clive and the PPG had spent time supporting, collating and analyzing last year's survey for which she thanked Clive.

**Self-help/voluntary sector** – Rachel is eager to forge links with services and asked for knowledge of services that the PPG members may be able to help with. Rachel also explained how we now have the opportunity to link up with the parish steering group.

**Supporting patients with the management of long term conditions** – Rachel explained how the practice would like to increase the use of Patient Access with medical records viewer and potentially using social media introduce patients to each other so they can provide their own support networks. In line with the West Cheshire Way projects, the Practice will be looking at the use of web based applications that deliver underpinning self-management for personal health/long term conditions.

**Pharmacy** - Clive explained how the Practice had been in consultation with the Pharmacy to explore an extension to its floor space. The additional space would allow for a private area/consultation room within the Pharmacy so the Pharmacist could offer more services. The Practice and Pharmacy already promote the Pharmacy First scheme.

Clive thanked the Practice members for attending and asked the group to send any comments/or ideas to [boughtonppg@gmail.com](mailto:boughtonppg@gmail.com)

A member of the group asked how long the practice had been running. Rachel will look into and feed back at the next meeting.

- Rachel to find out when practice was established

Meeting Closed: 2:55