

## PATIENT PARTICIPATION GROUP

Face to Face Meeting held on Thursday 19 May 2022

Present: Dr Swamy, Practice Manager MR, Receptionist KO'M and invited patient AP

Apologies: Patient GW

**MINUTES OF THE LAST MEETING:** Were approved

The Practice Manager opened the meeting by thanking those present for attending.

### PRACTICE UPDATE:

We have now taken on a female GP as a partner of the Practice stating that it is good to have a female Practitioner. She will be doing both telephone and face to face appointments. In addition to this we now have increased both Clinical/Admin and Reception staff including GP Registrar, Trainee GP (Practice now a training practice) Physio, Mental Health Practitioner and Pharmacists as a compliment to the GPs. Also remember that GP's have paperwork to process for every hospital attendance, scripts to approve/add and sign and sick note requests and arranging referrals/admissions on top of seeing patients – also private work e.g. HGV Medicals, signing insurance health forms

One of our new Reception team has also trained to help out with Phlebotomy clinics. This has inevitably alleviated much of the workload for "Dr does all" approach as in the past. There is also a nationwide depletion of GPs, many having retired early due to Covid and far fewer taking up the rear to take up General Practice as a profession. As a Practice much has changed during Covid:

Capacity increases over the past 2 years % and numbers.

Dec 19 – 933 available appts/862 booked – DNA rate 4.9%

Dec 20 – 1300 available appts/885 booked – DNA rate 3.2%

Dec 21 – 1373 available appts/1126 booked – DNA rate 4.6%

April 22 – 1780 available appts/1470 booked – DNA rate 2.2%

We do also have Extended Access Appointments available through the week added onto normal weekly sessions, 40% of these in 'core hours' and over the weekend with a Saturday and Sunday morning surgery. The Government is pushing for General Practice to open and have all of these appointments out of hours and at the weekend, but unfortunately not allowing extra funding for this and may mean reducing and losing appointment slots in the week which would then be counter-productive. After discussion, from a patient standpoint, it would be preferable to see or speak to the GP during weekdays and not 'eat into' their weekend.

The Practice list has increased from 2800 in 2019 to just under 3500 now which is almost a 25% increase – we are responding to the challenges of a larger practice and are unable to close our list as would not be able to provide the extra services that we can e.g. flu immunisations and what are known as Enhanced Services.

We now have a Clinical Pharmacist who is able to carry out routine asthma checks and switching inhalers to more ECO friendly versions where this is beneficial to the patient, as well as a

Phlebotomist clinic once weekly which enables our existing Practice Nurse to concentrate on other procedures such as immunisation, Blood pressure monitoring, annual reviews etc. Subsequently this has been a challenge to accommodate especially on a day when all are in and each consulting room occupied. The Practice is at present negotiating extra rooms to use within the building which currently lie redundant.

Infection Control is still in place throughout these premises as we are under the auspices of the NHS

Infection Control Guidelines (IPC) and therefore remain in place to protect both patients and staff. Being a small team it has been crucial to try to avoid any in-house Covid outbreaks. However it has been challenging for reception staff of late as numerous patients have become confrontational and complained at having to wear a mask.

We also came under criticism during the pandemic for having the main front doors locked. But again this was to protect GP's and staff alike at all three surgeries within this building. An intercom system was put in place and for those patients that had to be seen urgently within practice, temperature checks were carried out upon entry.

#### **PATIENT SURVEYS:**

Patient Survey Results:

**Friends & Family** - Responses are very encouraging – 61% Extremely Likely, 22% Likely, 3% Neutral and 3% Extremely Unlikely. **(83% satisfaction rate)**

The “Extremely Unlikely” was due to the patient saying they could not get a face to face appointment – there is no problem obtaining a face to face appointment – staff have been reminded to book if patient requests one providing they are not COVID positive.

**National Survey** – 2021 – **86.9%** of patients said their overall experience of the surgery is good.

Ranks us 2406 of 6659 surgeries in the UK (Top 30% of the country)

**Local Survey:** Satisfaction with overall services provided at the surgery? Very satisfied 56%, Satisfied 35%, Neutral 7%, Not satisfied 1%, Very not satisfied 1% - **(91% satisfaction overall)**

We have had excellent feedback from various surveys undertaken. Whilst we are happy with these results most of the dissatisfaction expressed was due to the fact that patients could not get through on the single telephone line into the surgery. In response to this we are now having an entirely new telephone system with queuing, introductory message and information/options. This is to be installed on the 30<sup>th</sup> June with prior training booked. **The new telephone number is 01543 395655.** MR demonstrated the new system which is in pilot mode and the various options/menu's etc.

#### **ONLINE SERVICES:**

We are encouraging patients to join our On-line Triage services and to download the NHS App. This will become the system of the future through which appointment, medication orders, COVID pass, arrange hospital visits and to convey messages to and fro.

Patient Access to medical records has increased to the entire record as of 1<sup>st</sup> April 2022. This however raises some challenges as a Practice due to the 3<sup>rd</sup> party information/sensitive items on records that the patient is unaware of.

**PPG MEMBERSHIP:**

We discussed the lack of patients representative at the PPG meetings, and invited patient AP offered to attempt to communicate with some younger generation patients that she may be able to contact.

**ANY OTHER BUSINESS:**

The meeting was drawn to a close and all in attendance again thanked for their input and time.

Our invited patient AP wanted to state that she was very pleased with the service we give and how well we have all done especially through the Pandemic.

**NEXT MEETING:**

To be arranged in 4-6 months.