

Patient Participation Group Minutes

Meeting held at VHC at 1pm on 03.01.2019

Present: Cath Verhoeven (Chair) Debs Main (Secretary), Bill Brown, Sue Clague, James Pam, Alan Wilson, Agnes Gardiner, Martin Rudge, Barbara Kendal, Pat Dexter, Christine Roach, Pat Graham, Robin Taylor.

On Behalf of the practice: Catherine Gordon (Practice Manager), Dr Mawji.

Apologies: Anne Hardy, Tryphena Anderson, Catherine Wallis, Tony Wright, Roy Sells.

Agenda

1. **Ratification of Minutes:** the minutes for the meeting on 04.10.18 were ratified.

2. **Matters Arising:**

A. **Carers Events** - Monthly carers events were held at Mapperley surgery from September to November. These were facilitated by the Carers Hub and supported by the PPG and the practice. In October 3 carers attended and in November no-one attended. CV asked CG for an update on the number of carers the practice have registered, CG reported that there is now a question on the practice registration form asking if the person registering is a carer and reception staff being trained to ask if patients are a carer so more accurate information on this can be obtained. SC questioned whether there was a better way to reach out to carers as many would find it difficult to attend a meeting. It was also commented that there has not yet been a carers event at VHC.

Action: CG will run a report to give current numbers. CV to ask Noreen at Carers hub about event at VHC.

B. **Medication Review Survey** - a pilot study had been completed and data forwarded to the practice partners for feedback following their January meeting. Following some questions from PPG members, CG said that Medication reviews can be done by telephone consultation. Dr Mawji said that a medication review should still be done with your GP even if you have had a review with a hospital consultant as you may have other medications and conditions that need to be reviewed.

C. **On Line Registration** - CG reported that this is going well. Patients are being asked at receptions and registration is done straight away. The new phone system informs patients the they can register and make appointments on line.

Action: CG will run a report after the first quarter to evaluate progress.

D. **Staff Badges and Uniform** - CG reported that reception staff have been surveyed and 50% were in favour with 50% against the idea of having a staff uniform for non clinical staff. 100% of clinical staff were in favour. CG requested help from the PPG to survey patients in the waiting room to see what the patients opinion is.

E. **Flu Vaccination Programme** - this is still ongoing as uptake has not been as good as last year, this is in line with trends in England. CG commented that the practice intends to be more proactive next year to encourage uptake.

3. **Telephone System Update.** CG reported that the new system been installed and has increased capacity at Mapperley Surgery. VHC doesn't have the new system as it is not a simple process getting it installed as the practice do not own the building. There is a 2 tier system where calls between 8am and 10am are taken for emergencies only, patients are told via a "comfort message" to call back if it is not an emergency. Preliminary results show that there were 600 call in one morning.

CG was asked if there are sufficient staff to answer calls, CG said that resources would be reviewed with regard how best to manage existing resources. Dr Mawji commented that the busiest time is between 8am and 10am and it is difficult to employ someone just to cover the peak times. Dr Mawji said that the supplier of the new system have been very responsive to date and are a great improvement on the previous supplier.

Action: CG to write an article for the next newsletter

4. **Information Screens update.** No progress to report.
5. **Patient Feedback/Complaints Themes.** CG reported that there few specific complaints with clinical themes. Informal complaints have been around the length of time taken to get through on the phone and for getting appointments which should improve with the new telephone system.

DNA's (*Did Not Attend*) - The text reminder service (*MJOG*) has made a significant reduction in the amount of patients who DNA appointments with figures at the end of the last quarter going from 8 to 10% down to 2 to 3%.

Action: CG to write an article re DNAs for the next newsletter.

6. **GP Patient Survey.** CV gave out a copy of the action plan produced by the practice in response to the last GP Patient Survey results. A summary of the results can be accessed here: <https://www.gp-patient.co.uk/report?practicecode=C84085>.

It was noted that 294 surveys were sent out with a response rate of just 116. The PPG are mindful that the survey provides a subject response from a very small percentage of the the total practice population. It was felt that the outcome of the survey was on the whole good with no real clinical concerns. Administrative areas can be improved and issues raised by the survey are being addressed in the action plan, in particular installation of a new telephone system and additional staff training.

CG will write an article for the next newsletter reporting on the actions taken by the practice which will help to improve the service when they are implemented.

Members of the PPG action group felt important to note that review of the results should be done while understanding that, at the time of the survey, the practice was under considerable pressure with the Mapperley Park Practice closing causing an influx of new patients alongside dealing with its own staff shortages.

Action: CG to write an article re the GP Patient Survey for the next newsletter.

7. Questions and Comments from PPG Members:

1. **Q - New Telephone system:** When the new system is installed will there be sufficient staff to answer the calls?

A - Please see CG comments in agenda point 3 re telephone system and evaluation and allocation of resources.

7. Questions and Comments from PPG Members cont...

2. **Q - GP Placements and short term contracts:** “The practice often has GP’s on placement or short-term contracts and patients know nothing about them when arranging for a GP appointment. For example, what is their professional background, what are their specialisms or interests, how long will they be with the practice. Could the practice website provide more up to date information?”
A - Dr Mawji stated that any GP seeing patients in the practice is a fully qualified doctor. Registrars undergo an additional 3 years training with 3 4 month attachments and their practice is heavily supervised.
Action: CG agreed that registrars photographs and profiles would be added to the practice website.
3. **Comment:** One PPG member commented: “On a general note, the practice partners should be congratulated on the work and money that has been put in to modernise the practice services. I think we have been "behind the wave" in recent years but seem to be catching up thank goodness. Thank you for the time and effort you are putting into our PPG.”
4. **Q - GP advanced decision notice:** “A question that interests me is whether any of our GPs has been consulted over the completion of “Advance Decision to Refuse Treatment” forms? What would they feel if asked for such help?”
A- Dr Mawji commented that all GPs are trained and it not uncommon for them to be asked to sign these. Currently it is not easy to see quickly a persons wishes with in their records with regard to this and there needs to be an alert on the system highlighting it.
Action: Dr Mawji to write a short article for next newsletter. DM to remind him.
5. **Q - NHS Property Services at VHC:** It was asked if there was any way the PPG could assist the practice in addressing the problem of getting things done at VHC as the property is not owned by the practice which can make things like getting the information screen installed or changing the telephone system.
A - It was agreed that a joint email from the PPG might give more weight to requests for changes.
Action: Martin Rudge volunteered to draft letter on behalf of PPG to Annie Beakin at NHS Property Services - CG to provide contact details.
6. **PPG Meeting at Mapperley Surgery:** A PPG member has commented that all meeting are held at VHC which they are unable to attend and would like a meeting at Mapperely. It agreed that the October meeting would be at Mapperley Surgery as the April and July meeting dates at VHC have already been released. NB this will be on a Tuesday as this is when Mapperley Surgery closes for a half day.
Action: CV to a arrange with CG

Next PPG Meetings: Thursday 4th April 2019 at 1pm VHC
Thursday 4th July 2109 at 1pm at VHC