

## Mayford House Surgery PPG Meeting - 14th October, 2019

### Attendees

Gina Jackson, Josh Parker-List, Helen Greaves, Su Dixon, Anne Gardener, Jane Willis

### Apologies

Nil received

### Minutes of previous meeting

Briefly discussed during meeting

### Minutes of Meeting

1. Josh to e-mail all attendees the Patient Survey with Minutes
2. Patient Survey
  - a. Patients still like to 'phone surgery, GDJ mentioned that a number of appointments are online as well and are available to patients before receptionists can book at 8am. A member of the PPG queries whether we keep any back for receptionists? Gina informed the group that there are still appointments available to book by reception on the day.
    - i. It was queried whether we were able to put a message on the check-in screen to ask patients to register for online services? - Unfortunately this can't be done on the patient check-in screen.
      1. GDJ mentions you can register online if you have a passport 'photo, but if they don't then the patient can attend the surgery to register with proof of identity.
    - ii. Query as to whether patients would be able to reset online account online rather than come in to surgery? - JPL to check this and update at next meeting.
  - b. Gina mentioned that the results show a need for a variety of different appointment times.
    - i. Su mentioned that it would be useful if you were able to book an appointment in advance, so that they can save the appointment.
      1. GDJ mentioned there is a rolling rota where they're available on different days..
      2. Most doctors' appointments will be bookable in advance; same day appointments will be with ANP (Advanced Nurse Practitioner) - but despite this we still have very good access compared to other surgeries.
  - c. A member queried that when a doctor asks a patient to book in to see them in 3 weeks' time, it is very difficult to book as there are no appointments available. Gina said that if a doctor does want to see someone in a few weeks then the doctor should book this or add an appointment to the end of their clinic. GDJ will bring this back to the doctors if they're asking patients to come back when there are no appointments.
  - d. Test Result Policy - GDJ went over this.
    - i. Doctor will ring the patient if any follow up action needs to be taken.
    - ii. A query regarding blood tests was raised - Gina said that urgent bloods will be done same day, routine bloods will be done when next available. Patients have been sent to the hospital in the past rather than asking Karen Hill / Jane Martin to come and take bloods.
    - iii. One of the PPG members said that they've received a call from a receptionist in the past regarding their blood tests rather than doctor.

1. Gina mentioned that if there was any follow up that was required of the patient then a clinician should ring the patient rather than a receptionist.
- e. Su discussed how the patient survey was sent out
  - i. Suddenly the survey was sent out and there was no discussion beforehand how it was going to be advertised by the practice
  - ii. This resulted in Sue asking what does the PPG do? Su Dixon said she is still not sure what the PPG does and what should they do?
  - iii. Su mentioned that some Policies and Procedures are written about the patient but not discussed with the patient to see how it affects them
    1. ?MenCap survey done - this wasn't sent to PPG. Once it's been actioned should PPG come in and review actions taken?
    2. Autism Policy - Su Dixon said that the policy was inappropriate and she would like to review this policy and update it if necessary.
- f. Frequency of the Patient Survey?
  - i. At least annually.
  - ii. It was mentioned that feedback to patients is slow and needs to be communicated quicker to patients.
- g. The PPG queried whether a tablet / iPad could be used to do the Surveys in future for patients attending the surgery? - JPL to liaise with the Partners to see whether this can be done
- h. Summary of Patient Survey
  - i. Some PPG member were querying the usefulness of the info' collected?
  - ii. Is there a need to change the questions so that it's more relevant to the current standing of the surgery
    1. Once more tailored then any outcomes could then be taken to the CCG to see whether there's any funding for any additional services.
    2. Extended Hours - currently offered late night, but not at the weekend
- i. The group was wondering whether Patient Survey is helpful? GDJ said that she does find this useful and that we should continue doing this on an annual basis.

### 3. Appointments

- a. Nurse appointments online
  - i. This is difficult as Nurses aren't standard due to varying appointment times with different staff being able to carry out different appointments
- b. GP appointments online
  - i. It was mentioned that there appeared to be more Male than Female doctor appointments available to staff, but Gina said that there were actually more female than male appointments offered. It may be that there is a preference for female clinicians' appointments hence why there are fewer available?
- c. It was suggested that the PPG / Practice should advertise online services?
  - i. Appointments are available from 12, midnight, the morning of the appointment - these are on the day, 3 days, 7 days, 14 days and 21 days prior to certain appointments.
- d. More online appointments for patients
  - i. Advertise this
    1. Add a telephone message to register for online
    2. When doctors are ringing patient for telephone appointment to encourage the patient to register for online services

ii. More doctors' appointments available

1. This is likely to get worse

4. PPG Future

- a. Su mentioned she felt that TN wasn't impressed by the efforts of the PPG at the June meeting.
- b. Su would like a constitution to be sent to all PPG members as it would add structure to the meeting
- c. Anne queried whether the PPG should have more frequent meetings?
  - i. Gina mentioned that more meetings are not always more productive
- d. Need communication to be better between the practice and PPGs
  - i. Breakdown due to no PPG chairperson?
- e. The group would like a clear list of the following:
  - i. What is a PPG
  - ii. What is it going to do?
  - iii. Should there be a calendar of rolling operations
    - 1. e.g. If there was a policy that was to be reviewed in June and the practice thought it useful for the PPG to have input in to it, should the Practice send it to them in January so that it can be reviewed before review meeting?
- f. Su will contact Linda Lloyd from the HEN for help with direction on the PPG
- g. Sharing of e-mail addresses
  - i. Josh to send out Data Sharing Agreements so that PPGs can e-mail each other
- h. What we want from the PPG
  - i. Honest, constructive feedback on how we can improve the services
    - 1. e.g. Flu' clinics weren't very good this year so that we can amend it for future if that's the general consensus so that we can make it better

5. Prescriptions

- a. Prescription turn around
  - i. Dispensary is very good and quick, but chemists are taking much longer, some taking 2 weeks to fulfil a prescription.
    - 1. If a chemist this should be raised with them.
- b. Dispensary Feedback
  - i. Parking Issue - this was the 2nd most mentioned item on the list of why patients don't receive their prescription from the surgery when they are eligible to.
    - 1. ParkingEye - GDJ went over this and that there are a number of pros and cons
      - a. PPG thoughts? Not sure whether this would make a difference to the current parking issue at the surgery
      - b. Parking consultation to be done in surgery to gauge patient views

6. Mental Health Awareness

- a. What is the current mental health awareness approach of reception staff? As some patients have come in feeling suicidal
  - i. Have reception received mental health training? GDJ updated the group that receptionists have received training to help our patients with regards to suicide prevention

7. Next Practice Newsletter

- a. List all items that have been reviewed so that the patients are aware and that - send out earlier if not due for a few months - JPL to liaise with Admin' Team
  - i. Things you said, we did
    - 1. Could we put this on the LED call display?

2. Could the surgery get a TV that informs patients of what's happening at the surgery?
3. PPG Notice board to be used more to inform patients of what's happening at the surgery

8. Surgery Update

- a. Dr Mitford's back from Maternity Leave
  - i. There has been a lot of difficulty due to locums covering this period
- b. Anna Laing is back from Maternity on a part time basis
  - i. When Anna isn't in the surgery has both Josh and Julie in to support staff and patients
- c. Partners have reduced their hours
  - i. Dr Cole has come in to take up the hours lost by the partners reducing their hours which has resulted in no doctor time lost
  - ii. Lorna Mclean, Advanced Nurse Practitioner, is working alongside Jane Wright providing same day bookable appointments for patients

9. **Next meeting date - January, 2020 - Mondays are preferential**