

## PPG Meeting

15<sup>th</sup> December, 2020

### Attendees

Diane H (Vice Chairperson), Anne G, Najma A, Ray B (via Zoom), Jane W (via Zoom), Gail P (Practice Manager), Josh P-L (Assistant Practice Manager / Minute Taker)

### Apologies

Gary S, Peter H, Tracy D (Chairperson), Lesley S

### Agenda

- Introductions
- Update from Practice Manager
- Review of actions from previous meeting
- Proposals to promote Friends and Family Test
- Proposal to improve patient survey results
- Any other business

### Meeting Minutes

#### **Introductions**

Gail P (Practice Manager), Diane H, Anne G, Najma A, Jane W and Ray B

#### **Update from Practice Manager**

Gail has worked for more than 30 years in NHS across different settings, acute, primary care, CCG etc. She has worked with Practices a lot in the past as a Liaison Officer and as part of this role, she would support Practices and check to make sure they were meeting all of the CCG's targets for them, ensuring that patient care and patient service was paramount. After working for so long in the NHS she thought that she'd like to see how Primary Care works and compares, which has been a challenge, especially with COVID-19.

Due to COVID-19, Gail feels that there has been a transformation in the NHS regarding the technology that has been adopted in such a short period of time, with consulting over the 'phone more often, via video, online consultations and also conducting meetings via Zoom and Microsoft Teams etc., however ensuring that if patients need to be seen in person that they can still access the Practice in a safe, socially distanced way, reducing contact as much as possible. Gail also mentioned that the NHS has adapted to technology based consultations in a matter of weeks which would have taken 10 years to achieve, and is very interested to see what the patient survey results will be regarding what patients' experience has been with telephone and video consultations.

The surgery has done flu' clinics for those patients aged between 50 and 64, as well as the usual group of over 65s and at risk patients. The surgery is also carrying out COVID-19 vaccination clinics at the Forum in Northallerton, which has had a lot of actions to complete in a tight time period. In the first instance we're prioritising the over 80 age group, who have Asthma, COPD, CHD or Diabetes, but will then roll out to all patients until August, 2021. GPs, Nurses, HCAs, Admin, Reception and Management will all be working at the COVID-19 vaccination centre; however we're also looking for Marshals to help patients get to where they need to be at the forum. If anyone has anyone who can help that would be great! Currently the COVID-19 vaccination centre will be running this Saturday 19<sup>th</sup>, Sunday 20<sup>th</sup> and Monday 21<sup>st</sup> December. Patients will need to be booked

in for 2 vaccinations, with the second being 3 weeks after the first, however there is still lots to setup and prepare in the meantime. We're currently looking to get 300 vaccines done per day, with a future aim to possibly vaccinate 1000 patients per day.

Jane W - Are patients being invited? Gail P updated that we have started inviting patients today, 15<sup>th</sup> December, 2020.

Diane H – Will there be an induction for volunteers? Gail P – this will likely be carried out when attending the site, however the main roles will be directing patients to car parking spots, then in to the forum, passing them on to the reception team. Patients will need to wait 15 minutes before they can leave the site to look out for anaphylactic shock.

### **Surgery Update**

Everyone is working very hard, doing overtime and trying to keep up to date with all the latest guidance and services, also ensuring that patients receive the best service and care practicable.

The surgery is advertising for a Phlebotomist / HCA to provide more blood, blood pressure and NHS Health Check appointments for patients.

Donna Bowen, Specialist Frailty Nurse will be starting in January, 2021 seeing community based patients in their homes and also Nursing Home patients.

### **Previous Meeting Minutes**

It was agreed that these were an accurate account of the previous meeting on 15<sup>th</sup> September, 2020.

Actions - all actions have been done except contacting the College to see if any students want to join the PPG. The surgery will pick this up to contact the College.

Friends and Family Test promotion ideas - The tablet isn't currently in use due to COVID-19, but we're looking to start using it again and get reception to promote it. Josh to contact the tablet supplier to get this setup. The numbers for the FFT have never been very high, at the moment they're nil, due to COVID-19 and not using the tablet, prior to COVID-19, we were only getting a few per month. The test is also available on the Practice Website for patients to fill in, however it's got lost in the huge amount of other information we're expected to make available.

Anne G also suggested sending a text to patients after their appointment to complete this test online? This is a good idea and the surgery will look to carry this out for patients who have had an appointment.

Jane W suggested that we could have a slip at the reception desk with the link to the survey if patients have access to a computer, if not we could hand out a form or ask them to use the tablet to get feedback on their experience.

Diane H mentioned that the name 'Friends and Family Test' is confusing for patients as it doesn't clearly explain what it is, could we look to change it to 'Patient Satisfaction' or 'Patient Experience' survey? Gail said that we were discussing this and agreed that it was confusing. Should we look to redesign and rebrand it? Some questions are ambiguous and not clear. If we need to keep the name Friends and Family Test, could we put this in brackets next to the new proposed name?

## Patient Survey Results 2018

Gary S had sent information in, especially regarding confidentiality in reception. The surgery has since, in a direct precaution for COVID-19 has extended the Perspex screening, which will hopefully help increase confidentiality. The surgery has now got music playing during the day, which helps with confidentiality in reception as well as in the corridors outside clinicians' rooms. Music has received positive feedback from both staff and patients, helping create a more relaxing environment, but also primarily helping with confidentiality.

With the above amendments already made, we would like to see if we can increase the number of receptionists who pick up the 'phone, by getting the receptionist on the front desk, when there are no patients waiting to be dealt with, to pick up the 'phone and answer calls quicker. This will need to be tested to see if breaches in confidentiality would be an issue.

ACD agents for reception – this would involve receptionists logging in to a 'phone when they start work, this will mean that only that 'phone where a receptionist has logged on will ring, with not having all the 'phones ringing at the same time. The hope is that this will reduce stress for the receptionist, as well as allow them to spend more time with the patient if appropriate, rather than thinking, "I need to move on to the next call as the 'phones are ringing". This new system will allow for call queuing and allow for a "wrap-up time" where the receptionist can complete their task before the next call comes through to be picked up.

Online Consultations – due to COVID-19, these are being promoted and we are doing video calls where we can. Online consultations are triaged by the GP and can possibly be dealt with prior to a patient being contacted / seen. This service is used a lot and helps reduce pressure on appointments for people who need to speak to a clinician, which is great news!

Lesley S – **Online appointments** – we currently have a few available online, however we are looking to make more appointments available through the online system, which can also be booked further in the future for patients' convenience.

Anne – has found it difficult to get an appointment with a clinician of her choice, however not so much to book in for another clinician

Car parking was raised in the previous patient survey – not currently an issue due to COVID-19. Anne G mentioned that there used to be an issue with the rambling club using to park at the car park and then going for a walk. The surgery to contact the landlord to look at putting up a sign to remind people that the carpark is for attending the surgery, CO-OP and well pharmacy.

### Any Other Business

Anne G – **Interview Room** - what is the Interview room used for? It's not currently in used, however it has been used for confidential discussions. The Partners have considered putting a BP machine, height measure and scales in there for patients to take their measurements, and can then hand in to the receptionist to add to their record, this also means we can use it for confidential discussions. We are also looking to make some changes in the back of reception, possibly screen with glass between the reception and front reception, which would help confidentiality further.

Leaflets and posters need removing, as patients who attend who don't do well in busy settings, may find that all the information and leaflets also exacerbate their condition. Doing this should help keep the room calm, both visually and audibly.

Jane W – **Waiting Room Information** - it had been discussed in the past about the volume of information in the waiting area and how do we display it so that important items don't get lost in all

the information? This is something that with COVID-19 is ever more important that we only keep the bare minimum, but essential information displayed. Gail and Josh to review the waiting room information.

Lesley S - **Telephone messages are confusing** - How do we simplify these messages so that patients get the information, but that the patients can get through to the surgery quicker? There is quite a lot of COVID-19 information, however this shouldn't be forever. Gail and Josh to have a look at the information on the telephone system and see if we can reduce the length of the message prior to getting through to the options, e.g. 1 for appointments, 2 for dispensary etc. and possibly have more messages available when patients are on hold?

Anne G – **Telecom Issues** - Has had some difficulties with receiving a call for an appointment, have the 'phone lines been problematic for the surgery? Unfortunately the surgery has had a number of issues with the 'phones recently. Josh to raise with telecoms next time it happens as it has happened a few times, however they have informed us in the past that it's an issue at their data centre or a national issue through British Telecom.

Najma A - **Translation services** – the Arabic translation has not been very good when speaking to the patient over the 'phone. Has found that they're able to understand the clinician more than the translator.

**Green Impact for Health** – we are looking at solar panels, LED lights etc. in order to make the Practice “greener”

**Patient Survey** – this was carried out by the medical student after the Partners requested it be carried out. The results have highlighted that:

- More appointments need to be made available to book online, and to increase the range of services that can be booked online as well.
- To look at more telephone lines, as well as telephone queuing.
- Possibly increase staff in reception? Due to cost of this we're looking to make more reception staff already in post available on the 'phone.
- She is looking to do this again in mid-January to see if things have improved after items have been put in place.
- Diane H – Surgery needs to feed back to patients via Facebook and promote survey in mid-January. By keeping them informed, patients should feel encouraged to complete surveys in future.

**Training** - Looking at how we train our staff, e.g. flexibility across departments to ensure cover and knowledge is shared to help with self-isolation or absence. Staff are also working from home when they're still fit to work in order to help reduce pressure on the rest of the team and to help provide the high standards of care and service to our patients. We have 8 reception staff, plus 2 that work across departments. 3 of which are full-time and the rest are part time to help with cover and flexibility.

Diane H – **New Patient registration** – the surgery could put together a checklist of things that they could go through with the patient, e.g. where they're shown how to make an online appointment, where to find information e.g. website, Facebook, etc. The surgery could possibly put together some videos on how patients can register for online services etc. This is something for the practice to look at in future.

Najma A – **Consultation Feedback** - GP to explain which medication is which when prescribing, especially where antibiotics are being taken for people who don't speak English very well. Surgery to

contact other pharmacies, as well as our dispensary to ensure that they are clear with which medication is which when handing out to patients.

### **Actions**

- Gail and Josh to find out if Friends and Family Test has been delayed?
- **Friends and Family Test** – to produce slips at reception for patients to take away. To start sending texts out to patients who have had an appointment. This will be something we look at in the future.

**Next Meeting Date** to be confirmed. Josh will send out suggestions with minutes.