

## Patient Participation Meeting

20<sup>th</sup> April 2021

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, AM, WPr, GN, SP

Apologies: LN, RA

Discussion	Action
<b>Actions/Matters Arising</b>	
All actions completed and any matters arising are already on the agenda	
<b>Today's Discussion</b>	
<p>Update on current issues</p> <p><b>Demand</b> LB advised that the demand currently is incredibly high, potentially higher than ever before. Practices across the country are reporting unprecedented demand and all local practices are also saying the same. It is incredibly challenging particularly for receptionists and GPs at the moment. We are getting verbal complaints from patients who have waited to get through or been unable to get through. We have 6 people answering the phones at 8am on Mondays and 5 people every other day. We have taken admin work off reception so they can focus entirely on answering calls and the door. The increase is attributable to patients having put off calling over the COVID peaks, following up hospital referrals that are now on waiting lists at the various hospitals for as well as vast numbers of COVID vaccination queries.</p> <p>The use of the Website for submitting queries had really increased. August 2020 was 780 requests and in March 2021 it 1410. 251 Registrations in March compared to 127 in August.</p> <p>PPG members stated they had managed to get appointments/their requests dealt with without any difficulty which was nice to hear.</p>	
<p><b>Survey Monkey</b> The PPG met recently and put together 12 questions to choose from. LB put 12 on a survey monkey which we reviewed today. Some wording and multiple choice options were changed.</p> <p><b>How to recruit new members</b> Agreed to add in this to the text message.</p>	<p>LB to send out via text to a cohort of patients from across the different age ranges.</p> <p>LB to include in the text if you want to be part of the PPG please apply via the Website</p> <p>LB to ask GP's to sign post pts to join the PPG.</p>
<p><b>TOR</b> We went through our terms of reference versus the version LB circulated at the last meeting and made some tweaks to improve it.</p>	
<p><b>NHS app vs Patient Access app</b> LB discussed the NHS app and how this was now going to be promoted as the online access of choice by the practice for a few reasons. Firstly 'Patient Access' has lots of private advertising on it now as well as the fact that the NHS app is being run by NHS Digital and enables the majority of users to activate their account without needing to come to the practice to verify their identity-this can be done via the app. LB confirmed we won't be turning 'patient Access' off but we won't be promoting it anymore. LB encouraged the members to sign up and see how it works.</p>	
<b>PCN updates</b>	

<p>Unfortunately our Senior Pharmacist has got a job at St Georges so will be moving on-we are advertising currently.</p> <p>Both Paramedics are up and running now. Connor is doing Phone Triage in the morning and Matt continues to do the work he was doing previously. This is useful as they both add a bit of capacity to the team and a lot of experience.</p>	
<p><b>Complaints</b> We have a few COVID vaccination complaints in motion-nothing the practice is able to do about them though (Not being able to book 2<sup>nd</sup> doses 11 weeks in advance, pts not happy they don't meet the criteria).</p> <p><b>Compliments</b> A temporary pt who was transferring back to their old practice complimented Dr Hanifa for the most thorough Learning disability annual health check he'd ever had. One of the PPG members complimented Dr Patel for a recent consultation, thorough, clear and direct.</p>	<p>LB to share this compliment with Dr patel.</p>
<p><b>Suggestions/feedback/concerns from PPG members</b> -Feedback for St Helier blood test booking system It requires an email address and it won't allow you to use an email twice, some of the PPG member share email addresses with their partners meaning they are then unable to book blood tests this way. There is the option to phone.</p> <p>One of the patients had something emailed to them but it was difficult to read, the scanner or printer did not work well.</p> <p>Fax machine is being disconnected from middle of May, we are late in doing this as it should have been done last April, but with COVID it was not a priority, that has now been arranged though.</p>	<p>LB to feed this back to St Helier phlebotomy.</p> <p>LB to look into this.</p>
<p>Date of next meeting: 1<sup>st</sup> July 2021 Via Zoom</p>	