

Patient Participation Meeting

1^{0th} August 2022

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

Apologies:

Discussion	Action
Matters Arising	
None that weren't agenda'd	
Today's Discussion	
<p>Complaints & Compliments</p> <p>Compliments:</p> <p>LB Read out some examples of compliments we had had since the last meeting. Dr Blake had received flowers as a thank you from one of her patients.</p> <p>PA complimented the practice saying she didn't have to wait long on phone less than 10 mins every time, receptionists very responsive, felt like they cared about her health and her sons. All staff she has dealt with have been very professional and an excellent quality of care.</p> <p>AM commented that she recently consulted with Dr Gage and she is lovely.</p> <p>Complaints:</p> <ul style="list-style-type: none"> -Patient not happy about being offered an appointment the following day, wanted to be seen as an emergency when it clearly wasn't. Rude to receptionist-listened back to the call. -Pt complaining about waiting on the phone rather than having call back option -2 x complaints from same family about care of father whilst in hospital. <p>Feedback on phone system provided by members of the PPG</p> <p>WPr - Issues with result being given. Receptionist couldn't give results for some reason and received text to say about increasing medication. Didn't feel it was quite what I would expect. Elizabeth upstairs? Doesn't fill with confidence.</p>	<p>LB to look into the following;</p> <ul style="list-style-type: none"> -Option for call back is still an option -Not getting queue number -Can the CPCS message be whilst waiting in queue? -Can pts bypass the initial message by pressing option 1 immediately? <p>LB to look into situation raised by WPr to try and understand what happened.</p>
<p>Staffing updates</p> <p>GP Recruitment: Only had 3 applicants. Interviewed them all. Offered to two GPs, waiting to see if they confirm, 1 male, 1 female GP. Very competitive market.</p> <p>Pharmacists-Recruitment ongoing, 1 been recruited, start date unknown at this point.</p> <p>Paramedic-Lucy is starting at the end of this month, being inducted by Matt (old paramedic). Interview this week for 2nd paramedic, 1 was offered the role, waiting to hear if he will accept.</p> <p>Mental Health Practitioner-Antonietta has started with us and is settling in, patients are often still preferring to speak to a GP at present though.</p> <p>Deputy Reception Manager-We recruited, she started and resigned today due to health issues. Back to recruiting again. So reception are short staffed.</p> <p>Lisa-Assistant Practice Manager is going on Maternity leave at the beginning of Oct. Interviewing for her temp replacement over the next week or so.</p>	

<p>Ashley-new Nurse to cover Alice whilst she is on Maternity leave started yesterday. Currently being inducted and will be shadowing Alice for a couple of weeks until she goes on maternity leave.</p>			
<p>National Patient Survey</p> <p>Discussed results of the National Patient Survey. Survey was conducted in January 2022. 111 patients responded out of 427 questionnaires sent-28% uptake. We were disappointed with the results this year, but feel whilst it is a very small sample of patients it likely reflects patient's frustration with the appointment system.</p> <p>LB discussed that the phone system and an increase in staff answering calls at 8am will hopefully have made a difference to the easiness of getting through on the phone.</p> <p>GP's are looking at a variety of options for appointments and we are also obviously trying to recruit a GP to increase the number of appointments. We are expecting to start changes to the appointment system in late September early October.</p> <div style="text-align: center;"> <h3>National Patient Survey 2022</h3> <p>Data collected from 10th January-11th April</p> </div> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Where patient experience is highest compared with the ICS result </p> <ul style="list-style-type: none"> 76% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s) <small>ICS result: 67% National result: 65%</small> <hr/> 83% of respondents describe their overall experience of this GP practice as good <small>ICS result: 77% National result: 72%</small> <hr/> 99% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment <small>ICS result: 94% National result: 93%</small> </td> <td style="width: 50%; vertical-align: top;"> <p>Where patient experience is lowest compared with the ICS result </p> <ul style="list-style-type: none"> 51% of respondents are satisfied with the general practice appointment times available <small>ICS result: 60% National result: 55%</small> <hr/> 55% of respondents were offered a choice of appointment when they last tried to make a general practice appointment <small>ICS result: 65% National result: 59%</small> <hr/> 54% of respondents find it easy to get through to this GP practice by phone <small>ICS result: 62% National result: 53%</small> </td> </tr> </table> <p><small>Comparisons with the local ICS or national results are indicative only and may not be statistically significant.</small></p>	<p>Where patient experience is highest compared with the ICS result </p> <ul style="list-style-type: none"> 76% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s) <small>ICS result: 67% National result: 65%</small> <hr/> 83% of respondents describe their overall experience of this GP practice as good <small>ICS result: 77% National result: 72%</small> <hr/> 99% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment <small>ICS result: 94% National result: 93%</small> 	<p>Where patient experience is lowest compared with the ICS result </p> <ul style="list-style-type: none"> 51% of respondents are satisfied with the general practice appointment times available <small>ICS result: 60% National result: 55%</small> <hr/> 55% of respondents were offered a choice of appointment when they last tried to make a general practice appointment <small>ICS result: 65% National result: 59%</small> <hr/> 54% of respondents find it easy to get through to this GP practice by phone <small>ICS result: 62% National result: 53%</small> 	
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<p>Feedback on PCN Extended hours' Survey</p> <p>Over 900 respondents.</p> <p>Week day evenings and Saturday mornings were the most popular choice of appointment time.</p> <p>Most popular days for evening extended hours were Wednesday evenings, For early morning appointments it was Monday and Friday.</p> <p>70% wanted Face to Face appointments</p> <p>More than half the patients said they did not mind who they consulted with as long as the GP could treat them effectively.</p> <p>After our site, the Nelson was the next popular site to attend for appointments.</p> <p>LB explained the proposal that had been put forward by the PCN for consideration by the CCG.</p> <p>As a PCN we will provide all the services ourselves rather than subcontracting out to the GP Federation. FGS will be opening another evening each week in addition to Wednesdays and appointments will be available at Lambton Road surgery on Friday evenings and all day Saturday. FGS will have clinics on 2 out of 3 Saturday mornings.</p> <p>PPG members expressed concerns about the amount of pressure on already stretched GP teams, however can understand why patients would find more extended hours beneficial</p>			
<p>Doctorlink</p>			

<p>The practice has been advised that Doctorlink will not be available from Dec, so we will need to move to a different online consultation provider. Likely to be AccuRx.</p> <p>Members were not too disappointed as none were fans of Doctorlink.</p>	<p>LB to update further at subsequent meetings.</p>
<p>Phone system update</p> <p>LB advised on the current situation with the stability of the phone lines and that the instability is the reason that the call back function is still switched off.</p>	
<p>New Cancer diagnosis letter</p> <p>Good feedback about the letter and the difference it will make to patients. Members felt it was reassuring, would help them not to feel alone and with useful information.</p> <p>Suggested amendments:</p> <ul style="list-style-type: none"> -Bit about the Cancer broad term-put it higher up the letter-perhaps second paragraph. -Headings for the different sections as the letter is long. -Reminding pts how they can contact us (call, website etc) -PA had other suggestions which she will email to LB. <p>A questions was asked about how the receptionists are going to deal with the calls, they need to be supportive, cancer patients should not be turned away. LB agreed that a strategy would be needed for this.</p> <p>-Consider putting in the letter for the patient to ask for a Cancer care review.</p>	<p>Puja to email it to LB.</p> <p>LB to consider and make relevant amendments.</p> <p>LB to consider strategy for when pts call in.</p>
<p>PPG general feedback/Issues</p> <p>-AM mentioned that communication could have been better, regarding a situation when she had to come off medication when other health issues occurred. Once other issue was sorted out she enquired whether to start the previous meds again. She was advised that we had no record of previous Heart Attack and Brain Haemorrhage. Possible significant event.</p>	<p>LB to look into this to understand why this has happened.</p>
<p>Date of Next meeting: 19th October 2022 6.30pm</p>	