

## Patient Participation Meeting

1<sup>st</sup> July 2021

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

Apologies: SP, LN

Discussion	Action
<b>Matters Arising</b>	
All actions completed from last meeting. Survey Monkey is on the agenda	
<b>Today's Discussion</b>	
<p>Presentation from NIHR Abdul attended the meeting and presented on research in the NHS. This was well received by the members and interesting questions were posed.</p>	
<p>Complaints We have had some google reviews which have not been positive.</p> <p>Compliments Some given during the meeting</p> <ol style="list-style-type: none"> <li>1) Bernice (new staff member) helped one of the members out and resolved the issue very promptly.</li> <li>2) Dr Hanifa went above and beyond for another one of the members recently along with Georgia who contacted many pharmacies to try to resolve the prescribing issue.</li> </ol>	LB to feed these back.
<p>Staff updates We have 3 new receptionists, Bernice, Charlotte and Chantelle all who have just started with us and are in training.</p> <p>To increase staffing on reception (to 3 staff plus a manger until 3pm every day) and also support with improved signposting and effective appointment booking, Max and Lynne will be coming off the front desk as it were and sitting in the confidentiality room. We are hoping this will make for smoother processes for staff and patients.</p> <p>Unfortunately the wonderful Athena is leaving us, we are recruiting currently.</p> <p>We have recruited a replacement staff member (Sarah) to take over from Diana and she will finally be retiring after 30 years. However before she can retire Natalie needs to take an extended break from work so Sarah will be covering for her for a couple of months initially and then Diana will hand over her role once Natalie has returned, so we always have a full management team.</p> <p>Discussed the high turn over-it is unfortunately all the staff whom we recruited during the pandemic who were unable to get roles in their own field are now returning to those types of roles with them opening back up again. It is also worth noting that being on reception is challenging, demanding and intense work, so it is understandable as to why the role doesn't suit some people.</p>	
<p>Building works Lynsey outlined the building works that have commenced on the exterior of the building. Lynsey discussed the anticipated disruption and how we were going to try to manage the disruption.</p> <p>Very difficult situation as whilst the landlords are doing what they can to be mindful, but the work needs to be done and so there is little we can do about it, other than try to work around it.</p>	

<p><b>Changes to appointments</b> Lynsey updated that we are reintroducing the prebookable slots for 48 hour and 7 day appointments to allow for some ahead booking for patients calling and the need isn't urgent. There are also usually 4 Doctorlink appointments that can be directly booked by the patients each day following the online symptom assessment.</p> <p><b>Online booking</b> We are still in the position where we aren't using it often and only for specific things like cervical smear appointments. There are a few reasons for this, primarily is that now we have so many different professionals working with us that can see patients, unless triaged by reception, lots of things will go to the GP's that could be dealt with by the pharmacy team or the paramedics of the physio/osteo team. We do also appreciate that patients like to be able to book online, hence why we have then utilised the Doctorlink tool for being able to book online.</p>	
<p><b>Patient Survey</b> RA shared the survey with the group (as Lynsey was having IT issues!!) and we went through the results of the survey. Sent out to around 600 patients selected randomly, although a number of these did not have mobile number or it could not be delivered. We had around 100 responses. The practice decided to pay for an annual subscription to survey monkey in order to access the results as it will only allow you to see 40 results on the free version. Around half the respondents had not had the need to access a GP in the last year. Also the spread of replies across the age ranges were not very evening spread, with over 65's being the highest responders by quite a margin.</p> <p>Results were discussed. Nothing stood out as such from the results, patients liked having telephone and video consultations as an option and patient's side they felt safe when they had visited the practice. We couldn't really identify anything for improvement from the results</p> <p>Discussion about how to gain feedback from patients who had actually visited the practice was discussed and LB agreed to design a survey to send out monthly to a days' worth of patients to see if the feedback here differed in any way.</p>	<p>LB to design a similar survey and send it out monthly to a random days' worth of patients.</p>
<p><b>Feedback on the NHS app</b> The feedback was mixed, some found it hard and others managed it very easily. Lynsey explained that it has not been as straight forward as she'd hoped as for anyone who didn't previously have online access set up, the practice still needs to enable the account, provide linkage keys etc and add detailed coded records etc to their access levels so actually it's been a significant amount of unanticipated work for the admin team.</p>	
<p><b>GDPR opt out</b> Most members were aware of the new General Practice Data for Planning and Research situation as it has been in the media. Lynsey advised that anonymised data had been being extracted in a similar way for years to support with planning and commissioning of services and research, but it had been given to NHS Digital to now extract, this has meant new opt outs need to be offered to patients and there has been inaccurate media sensationalism around it. Our practice has had a lot of opt outs so far.</p>	
<p><b>New members</b> Discussed recruiting new members again.</p>	<p>All to advertise the PPG and encourage new members to put their details forward.</p>

Date for next meeting: 2<sup>nd</sup> September 2021. 6.30pm-Location to be determined.

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