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PATIENT PARTICIPATION GROUP

MINUTES OF THE CORE GROUP MEETING HELD ON 7 NOVEMBER 2023

PRESENT

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| --- | --- | --- |
| Neil Huntingford (NH) | Sasha Thurgood (ST) | Cassie Robinson (CR) |
| Polly Healy (PH) | Paul Thompson (PT) | Richard Fryer (RF) |
| Alison Richardson (AR) |  |  |

APOLOGIES

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| Dr D Gill (DG) | David Buttler (DB) | Jim Snaith (JS) |

**WELCOME**

NH chaired the meeting, and welcomed everyone. Apologies were received from Dr Gill, David Buttler and Jim Snaith. PT was thanked for chairing the previous meeting.

**MINUTES OF THE PREVIOUS MEETING**

The minutes were deemed to be accurate and adopted.

**PPG – THE WAY FORWARD**

Sunbury Matters

* The article in the November issue of Sunbury Matters focuses on the new Practice website and ‘Flu campaign.
* It also includes headline statistics regarding appointment numbers, including the number of booked appointments not attended. It is the intention to include these statistics in all future articles.
* The next article was due to feature the role of the Receptionist, but it was proposed to delay this.
* Instead, the December issue will feature changes to the ways in which the Practice is supporting patients with diabetes. NH also wishes to include something on the art display in the Practice waiting room.

Patients’ Survey

* The Patient Survey sub-group met in October to review the results of the survey and draft report, and begin to draw together recommendations. In order to make the feedback and recommendations more meaningful, it was decided that a meeting with RF and ST from the Practice would help to inform the sub-group on how certain processes work in more detail e.g. triage.
* A meeting with RF and ST subsequently took place, and the sub-group will reconvene with the aim of producing a full draft report.
* RF confirmed that the final report will go to the Partners in the first instance. Thereafter, each Department within the Practice will determine what and how they can improve in terms of Practice effectiveness and patient services.
* The report will also provide useful information should an inspection of the Practice take place.
* Communication of the survey results will be available to patients once the Practice has received and considered the report.

**SHC UPDATES**

Access to patient records

* RF talked about the recent national policy allowing patients to view their medical records online from 1 November onwards, stressing that this will not be retrospective.
* Whist there are no resource implications to enabling this change, it may result in some patients raising queries. RF stated that it should be a beneficial development, and there is an article about it on the Practice website under the ‘News’ section.
* Once the policy has been in place for a while, it may be a useful topic for a Sunbury Matters article.

Patient Services

***’Flu Vaccination Clinics***

* ‘Flu clinics ran each Saturday during October. There was good attendance by patients aged 65+. Attendance from patients aged 18-64 with pre-existing health conditions, however, was disappointing – despite the fact that the Practice has sent out 3 invitations.
* As well as the possible health implications for this group of patients, the Practice has unused vaccines which have been paid for.

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|  | September 2023 | October 2023 |
| ‘Flu vaccinations | 856 | 1,786 |
| Appointments not attended (DNA) | 47 | 147 |

***Shingles vaccination programme***

* RF confirmed that the Practice has embarked on a Shingles vaccination programme, and invite patients who are eligible.
* The eligibility criteria are reviewed and altered at a national level each year, and patients may be confused as to whether or not they are eligible. It is suggested that patients wait to be invited by the Practice.

NHS ‘Healthchecks’

* NH raised the topic of NHS ‘Healthchecks’ and how patients can access one. This service appears to be offered at premises such as leisure centers from time to time, with a suggestion that they are funded by local councils. It is not clear how (or if) the results link back to the Practice.
* Letters advertising ‘Healthchecks’ for a fee also do not make it clear how (or if) these services link back to the Practice.
* RF and NH agreed to carry out some fact finding about how patients can access ‘Healthchecks’, and it will be an agenda item at the January meeting.

Statistics – September/October 2023

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| Data | September 2023 | October 2023 |
| Appointments Booked | 7,553 | 7,421 |
| Number of patients not attending appointments | 333 | 271 |
| Telephone calls answered | 6,085 | 5,967 |
| Online requests processed | 3,866 | 4,407 |

Staffing

* RF reported that staffing levels remain stable, with 2 replacement receptionists having recently joined the Practice.
* For the next few weeks, the Practice may be running ‘light’ on afternoon receptionist cover. RF will consider whether he should put a message on the website to indicate that patients may experience longer waiting times than usual if ringing in.

Premises

* RF agreed he would contact Surrey Heartlands to check on the status of the funding allocated to the Practice by the Council.

Social Media

* Postings on the Practice Facebook page have lessened recently, due to pressure on internal resources and the cessation of a contract between Surrey Heartlands and ICB Redmore to provide social media support.
* CR confirmed she is continuing to monitor social media for postings about the Practice, and has noticed a number of positive comments recently which are very much appreciated.

**COMMENTS, COMPLAINTS AND SUGGESTIONS**

* There was 1 formal complaint in September and 2 in October.
* Staff received 4 compliments (including flowers and small gifts) in September, and 7 in October.
* The new Practice website will soon have a patient feedback form reinstated.
* Returns on the Friends and Family Test were 693 in September, and 1,264 in October. The increase in responses in October reflects the increase in feedback requests issued in respect of the ‘flu clinics.
* In both September and October, patients rated their experience as 77% ‘very good’ and 17% ‘good’. Feedback is collected via texts sent to patients following an appointment, as well as completed forms available in the waiting and clinical rooms.

**ANY OTHER BUSINESS**

* PH confirmed there were 613 ‘hits’ on the PPG website in the last 4 weeks (down by 27% on the previous month), with the busiest day being 24 October. The most visited pages were The PPG, Appointments, Contacts, Ear Microsuction, Health Review Assessment Clinics and Healthchecks.
* PH confirmed that since the introduction of the new Practice website, some of the information on the PPG section will be out of date.

**FUTURE MEETING DATE**

* The next meeting will take place on Tuesday, 9 January 2024, at 3.30pm.

**ACTIONS:**

RF/NH RF to supply a draft Sunbury Matters article to NH by 13 November. NH to complete and submit to the editor of Sunbury Matters by the due deadline.

NH/PT/AR To produce a report for the Practice on the results of the Patient Survey.

RF To contact Surrey Heartlands about the status of the Council funding.

RF/NH To investigate how patients can access NHS ‘Healthchecks’.