

Waterfront Patients Participation Group Meeting

Thursday 26th July, 2023: 11.00 am – 12.20 pm

Attendees:

- Louise Bunce, Practice Manager
- Joan Allen, Treasurer
- Clive Spicer
- Chris Swaithes
- Chris Beddall
- Jane Spicer
- Sylvia Swaithes

Matters Arising

Did Not Attend (DNA) Review

Louise provided the latest DNA figures:

March: 188
April: 152
May: 204
June: 190
July: 174 to date - on target to be similar to June's figure

As agreed at the last meeting Louise had re-run the information from the 'Friends and Family' survey from April to June and of the 822 responses, the majority were "very likely" or "somewhat likely" to recommend the Practice to their friends and family which was encouraging. The practice was presently rated 4.51.

Waterfront Website

Louise provided a paper demonstration of the new website layout that is being trialed at Feldon Lane Surgery which was agreed at a recent meeting of the ICS. She recommended that PPG members go online to see it in operation. Clive commented that the present layout was very difficult to navigate even if you know where you want to go, hopefully the revisions would 'signpost' and help patients locate what they needed in a more intuitive way.

Prescription Ordering Direct Service (POD) now Medicines Optimisation Support Hub (MOSH)

Louise reported on the impact of the POD closure on the number of calls coming into the surgery. The volume of calls coming through is currently manageable: up to this week the telephones had been busy throughout the day. Since Monday of this week calls relating to prescriptions had been quieter in the morning and lunchtime. Chris B wondered whether the school holidays might impact upon the calls received this month? Louise will continue to monitor and keep the PPG informed of any problems which arise.

NHS Patient Survey and PPG Patient Survey 2023

Louise presented a summary of the Waterfront Practice results from the recently published 2023 NHS GP National Survey. Before starting she noted that it was important to consider that the number of respondents is less than 1% of the patient population. She handed out 'Access to the Practice' and 'Patient experience' data sheets, having annotated the results in comparison to last year's results and how the Waterfront Surgery compared to the ICS. PPG discussed the results in detail and made a number of initial observations:

- The positive Receptionist results had dropped compared to last year. Louise commented on the staff turnover that the practice had experienced in what was an increasingly challenging job.
- Fall in Healthcare professional's care and concern results.
- Only 98 respondents had tried to make an appointment in the last 6 months which does bring into question how recent or valid their opinions of the various aspects of the practice might be.

- Only 16% of respondents were able to see the doctor of choice which is a very low score. Interestingly, the experience with a healthcare professional was very positive which appears to offset this outcome.

At the last meeting it had been agreed that Louise would meet with Clive and Jane to create an online form PPG Patient Survey Questionnaire which would then be shared with the PPG members. The Questionnaire had been produced and tested successfully on-line by PPG members, data had been generated which was then processed using spreadsheet software. It was agreed that the 'Friends and Family' link following up patients visit to the surgery would be paused and starting on 31st July the online PPG Patient Survey Questionnaire would be run for two weeks to see how successful it might be at drawing responses. The results would be presented at the PPG meeting in September where a decision will be made to continue with this format for the 2023 PPG Patient Survey Questionnaire or revert to the paper version used in past surveys. Louise agreed to explore the viability of putting the survey form onto the Waterfront Surgery website as a means of gathering data more effectively.

Autumn 2023 Covid Booster

Louise confirmed that the Waterfront Practice intends to undertake the Autumn Booster programme at weekends in September and October and that it will once again be linked to the flu jab. The PPG discussed the advisability or necessity of having a COVID booster twice in a year.

Treasurer's Report

Joan went through the Treasurer's report which shows that the PPG is still in funds.

Staffing Updates

Louise informed the meeting that there were no staffing updates to report.

Any Other Business

NHS Improvement of Access for Patients.

Louise confirmed that she has a meeting with the current Practice telephone system provider on 4th August 2023 to discuss the implementation of the transition from analogue to digital landlines. The Integrated Care Board has agreed funding as the Practice only requires the upgrading of handsets. Louise informed the meeting that:

1. The Practice remains on a waiting list for the digital screen mentioned at previous PPG Meetings.
2. In response to NHS England encouraging GP Practices to look after the health and welfare of their staff the Waterfront will be having their monthly 'Pay Day Treat' on the Friday following the meeting.
3. More dates being scheduled for a 'Walk with' a GP'. A mass text had been sent out for the walk on 19th July 2023 and over 100 people had turned up: it had been a very successful outing.
4. Primary Care Network (PCN) - Many staff employed by the PCN in the Additional Roles Reimbursement Scheme (ARRS) have been working from home and so do not feel integrated into surgeries. ARRS includes those delivering Health and Welfare and Cancer Screening. It has been agreed that they will have a table in reception over the next month to promote their specialisms. Joan mentioned the important work done by 'Dementia Friends' which had visited other practices. Louise confirmed that they had previously visited the Waterfront Surgery. Chris B said that such initiatives would be more valuable if the different services came in regularly rather than on random visits. It would make sense to advertise that they will be coming into the practice. Louise said that the PCN Board will be advertising different options available to patients.

Next Meeting

The next meeting is scheduled for 11 a.m. on Thursday 7th September, 2023 at the Waterfront.