

Waterfront Patients Participation Group Meeting

Thursday 18th January, 2024: midday – 1.25 pm

Attendees:

- Louise Bunce, Practice Manager
- Chris Beddall
- Clive Spicer
- Jane Spicer
- Dr Ratra (for closing session)
- Joan Allen, Treasurer
- Chris Swaithes
- Sylvia Swaithes

Apologies

- Dawn Fellows

Matters Arising

Did Not Attend (DNA) Review

The DNA figures for 2023 are:

March:	188	April:	152
May:	204	June:	190
July:	174	August:	138 (fewer appointments due to the holidays)
September:	211	October:	204
November:	185 (to 23/11/2023)	December:	219

Louise provided the DNA figures for December 2023 and January 2024 to date which were disappointing. Joan asked if there was any strategy in place to deal with patients who regularly miss appointments. Louise said that it was difficult to know how to deal with this issue as reminder messages are sent out - she gave the example of one patient who had missed four appointments in December. It was a problem faced by all surgeries - there had been three missed appointments that morning. Analysis of missed appointments over the month were:

- GPs 63
- Midwife 6
- Physiotherapist 18
- Physicians Associate 55
- Nurse 100

The figure for missed GP appointments was particularly disappointing given how many patients are keen to see the doctor. If 'no shows' contacted the surgery then other patients could be seen in their place.

Waterfront Website

The updated Website is now live. It does not look radically different but is now in the corporate NHS palette and style. It is intended to be much easier for users to navigate although there has been no feedback to date. Louise said that the practice has been asked to send a survey to users, but it has been decided to let the new site run for at least a month before this takes place. Initial verbal feedback from the PPG: Jane had not used it much, Chris B uses the NHS App and Clive provided positive feedback about the website layout where the patient can scroll to find what is relevant with no distracting and complex sidebar options.

Medicines Optimisation Support Hub (MOSH)

Louise confirmed that the MOSH's work is ongoing. Sarah from Reception's 'drop in' tutorials for patients to log on and use the NHS App have resulted in 3 – 5 patients a week receiving assistance. One disadvantage of the NHS App was highlighted - the app is very difficult to access if patients do not have WIFI at home.

NHS Patient Survey and PPG Patient Survey 2024

Louise confirmed that the NHS Patient Survey for 2024 has been distributed. The PPG discussed the need to review its 2023 Patient Survey form to make any necessary changes following on from the national survey.

Autumn 2023 Covid Booster

Now complete. PPG agreed to remove the item from the next agenda onwards.

Treasurer's Report

Joan (Treasurer) confirmed that the PPG remains in funds. Clive handed over the invoice for the PPG January Newsletter for payment.

Waterfront Surgery Staffing Updates

Louise informed the meeting that there is another Physician Associate - Matt. He will spend some days at the Waterfront but will be part of the Housebound Team for the remainder of his week and will visit patients in their home.

Any Other Business

NHS England Improvement of Online Communications for Patients.

Louise advised the PPG that the new telephone system was finally installed last week - there have been a few blips, that are gradually being resolved. The changes include: new handsets for the practice; a shorter new message for callers which provides options for callers to press e.g. 1 for Reception, 2 for Prescriptions etc.; an option for callers to select Call Waiting when there are five or more callers in the queue.

Louise demonstrated the 'Wall Board' to the PPG which provides call management information. Patient feedback has been useful to identify issues for resolution. One issue for Waterfront staff has been that since the handsets are cloud-based they will not operate unless logged on to a computer. Louise noted that the system has long term potential and there has been some positive feedback.

Inspection Visits

Louise informed the meeting that in December, two days before she was due to go on leave, she had been contacted by the Integrated Care Board (ICB) to say that they wished to inspect the Waterfront Surgery the week after Christmas. After some discussion it was agreed that they would come on 2nd February, 2024.

Louise outlined the process and the range of documentation that was involved and was required to be completed and submitted by 19th January, 2024. The Inspection will last between two and four hours and will include staff interviews. In response - Sylvia said that she was very positive about the care provided by the Waterfront Practice. Joan asked about the potential impact on the GPs and Louise said they will be less impacted as the inspection has an administrative, rather than clinical focus, and this is the responsibility of the Practice Manager. Chris S stated that Louise and the Waterfront had the support of the PPG. Chris B wondered if this process might not be more effective and less stressful, disruptive, if the ICB took a 'spot check' approach. Louise will provide an update at the next meeting.

The practice has not been advised of a date for the Care Quality Commission (CQC) inspection.

Diabetic Eye Screening

There was no update available in respect to the changes in procedure for 'Diabetic Eye Screening' as Louise is still awaiting a response. So far, the only information provided is a 'Did Not Attend' list with worryingly low numbers.

Charity Appeals

Louise reported that the Food Bank and Christmas Toy Appeals had been well supported and the practice had received a certificate from the Food Bank that recognised the donations. Money raised from the staff Christmas jumper wearing contributions was used to buy additional toys.

Publicising Staff Roles

Louise explained that in Reception there are now posters giving descriptions of the various staff roles that patients might have contact with – these have annotated with the names of the current post holders.

PPG Terms of Reference

The updated PPG Mission Statement and Terms of Reference are now on the website. Item to be discontinued.

PPG Newsletter – January 2024

The Waterfront PPG January 2024 Newsletter has been posted on the website and printed copies are available in Reception. Louise will arrange for copies to be posted or emailed to patients who have not attended the surgery for a while.

Primary Care Network (PCN) PPG meeting on 8 February 2024

The Primary Care Network (PCN) PPG meeting scheduled for 8th February, 2024 has been moved to the 5th March, 2024 between 10 a.m. and midday. It was originally going to be held at Brierley Hill Library but as the intention is to invite 5 PPG Members from each practice in the PCN they are looking for a larger venue. Chris S suggested the hall next to the Food Bank in Albion Street might be a suitable venue.

Cardiology Imaging Department

Chris S had noticed signs for the Cardiology Imaging Department in the building and asked when this had happened? Louise explained that the department was filling the space left by the move of Sexual Health to Russells Hall Hospital.

COVID

There was a brief discussion about the current increase in COVID infection levels as well as the difficulty of accessing tests, which are no longer free.

Dr Ratra

Dr Ratra attended the PPG in her role as Chair of the Primary Care Network (PCN) which consists of seven GP practices, including the Waterfront, with over 50,000 patients. She outlined the PCN funding methodology, employment of allied services such as physiotherapists and the range of initiatives they are presently running. Dr Ratra considered it important to create a support network for the PCN that will communicate healthcare messages and services more effectively to patients. She closed by highlighting the importance of encouraging representation and engagement from all communities at both practice and PCN level.

Next Meeting

The next meeting is scheduled for 11 a.m. on Thursday 29th February, 2024 at the Waterfront.