

Summary Sixways Patient Participation Group Meeting

Wed 12th September 2018

Attendees:

Mrs Nicola Wright Practice Manager
Mrs Clare Leedham Advanced Nurse Practitioner
3 x Patient representatives

Apologies:

4 apologies received

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| Introductions by all present | |
| Feedback on new appointment system | <ul style="list-style-type: none">• Reminder that following the external consultants review last summer, we moved to our new appointment system in late January 2018• We now have 2 Advanced Nurse practitioners in role, working Mon-Thu. They both work on a Wednesday, allowing them time to meet and provide peer support. They see the majority of our acute, on the day appointments.• We have recruited additional Health Care Assistants which means we now have HCA cover 5 days per week. This provides additional support to our practice nurse team and helps reduce waiting times for appointments• Our GP's now have 3 shorter clinics per day, instead of two long clinics, and we have incorporated a valuable 10am clinical meeting each day, to allow complex cases to be reviewed. The 10am meeting is attended by all GP's who are in that day, as well as the PM and the ANP, and has made a huge difference to the practice, allowing clinical staff to meet and review cases, and prioritise appointments and home visits. All agreed that this is vital to improve clinical care but also for staff mental health and teamwork.• These things have combined to bring down the wait time for appointments. The wait time for a routine pre-bookable appointment as at 12/9 was 1 week for 3 of our GP's and 2 weeks for the remaining 4 GP's. We always have emergency on the day appointments held for GP's in addition to our ANP appointments.• The PPG members felt that the improved access to Sixways appointments was noticeable and feedback was positive, in particular to the reduced wait times for a pre-bookable appointment.• Clare, our new ANP introduced herself and provided some background on her previous roles and experience. Clare has a Masters in Advanced Care, and many years of experience in Minor |

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| | <p>Ailments clinics, GP practices, Out Of Hours clinics and also telephone triage.</p> <ul style="list-style-type: none"> • We discussed as a group Sixway's decision to not offer a telephone triage service, which some local practices do offer. The view from our consultants was that these telephone appointments can help with a small percentage of patients, but often the patient still has to be seen, either that day or in the following 2-3 days, therefore often they do not resolve the issue, but merely delay the appointment. |
| <p>Feedback on new telephone system and call statistics</p> | <ul style="list-style-type: none"> • We upgraded our telephone system at the end of May, and took the opportunity to upgrade to a more modern system which has a number of additional benefits including: <ul style="list-style-type: none"> ○ Call queuing ○ Call information regarding patients who have hung up before getting through, call wait times and peak call times • Initial feedback has been positive, with the main complaint being around the queue music, which we have had changed to something more soothing. We also revised the number of patients who were able to queue at any one time, as we felt it was important to have this set at a level which should mean patients will not queue for too great a time. • We now have access to call data confirming number of calls received, no of calls abandoned, call length etc., as well as the ability to listen to calls for training and complaint purposes. • All agreed that this was very useful information, and liked the idea of sharing this with patients on a monthly basis. NW to look at including on the website and on the TV screen in the waiting room. Also include if possible data showing quietest times to call • Data for previous month showed 1554 calls answered, and 164 abandoned. • We also discussed the pre-recorded message from Dr Mennie, as there has been some feedback that this is too long, particularly for patients who have heard the message before. NW to look at whether we can revise the message and simplify. |
| <p>Patient survey</p> | <ul style="list-style-type: none"> • NW shared details of our most recent patient survey results with the PPG members. • 230 surveys were sent and 120 patients responded, 1.1% of the practice population • NW explained that the results of the survey have been reviewed with the GP partners and discussed at a recent practice meeting. The survey took place between January and March 2018, so does not take into consideration key changes that we have made recently including our new appointment system, new phone system and the Improved Access appointments available through our cluster • We reviewed the responses and the trends, all of which are broadly positive. The PPG felt that this was an excellent reflection of the care offered by the practice. • In particular we discussed the following areas: <ul style="list-style-type: none"> ○ 51% of respondents satisfied with the practice opening hours. NW confirmed that the practice does not take part |

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| | <p>in the Extended Hours enhanced service, which means that we are not paid or contracted to open early or late like some other local practices. This has been fully discussed by the partners who feel strongly that all clinical and admin staff should have work/life balance, and that extended opening would impact this. We do however now offer late appointments till 8pm Mon- Fri via the improved access cluster appointments, 1 day a week these will be at Sixways until 8pm. We also offer Saturday and Sunday appointments locally, 1 Saturday in 5 these will also be at Sixways. Our patients can use any of these appointments when available either at Sixways or one of our cluster practices</p> <ul style="list-style-type: none"> ○ 72% of respondents find it easy to get through to the practice by phone. As discussed, we have updated and improved our telephone system in light of similar feedback in previous surveys so are hopeful that this will make is easier for patients to contact us by phone. ● All agreed that it would be useful to publish some of this information, with an intro from the practice, on our website and also some details on the TV screen in waiting room. |
| AOB | <ul style="list-style-type: none"> ● Lunchtime closure- we discussed some feedback to a PPG member re the practice closing for an hour at lunchtime (12.30-13.30) NW explained that although the doors are locked the phone lines are available throughout. The reason for closing is to allow all staff who are working full day's to take lunch together, which is more sociable for them and allows improved communication and team working. It then means we only require a skeleton staff to cover the phone line for this hour. NW to add some detail around this onto the website ● Flu campaign 2018/19- NW updated that this year there are 2 different flu vaccinations, dependant on patient's age. The over 65's have a different vaccine which provides enhanced protection for patients in that age cohort. The under 65 patients will have a quadrivalent vaccine. NW updated that the income from flu vaccination does help the practice provide other services, and how beneficial it is if practices could support the practice by having their vaccines here. There are posters up letting patients know this. ● Community connectors/social prescribing- NW confirmed that we have yet another new lead, and that training was booked for the practice training afternoon on the 14th September. ● Discussed the recycling bins in the carpark, and that they were not emptied frequently over the summer. A PPG member offered to get NW contact details to let the council know when this was the 4 case ● NW to email PPG members to save postage for future meetings |
| Next meeting | <ul style="list-style-type: none"> ● 1st Thursday in December |