

PPG Meeting

28th October 2021 12.30 at Sixways Clinic

Chair- Nicola Wright- Practice Manager

Attendees: 11 patients attended

Apologies: 5 patient's sent apologies

Patient survey results	<ul style="list-style-type: none">• NW shared a summary of our Patient survey results with the PPG.• 262 surveys sent out, 137 surveys received back, 52% completion rate, survey represents 1.2% of practice patient population• We reviewed the traffic light summary and results were mainly positive. Of the 14 key measures, 11 were up from previous year, 2 were within 5% or previous year and 1 was more than 5% lower. Compared with national averages 10 were higher than national average, 2 were within 5% and 2 were more than 5% lower.• We discussed the following key indicators:<ul style="list-style-type: none">○ % of patients who get to see or speak to their preferred GP.<ul style="list-style-type: none">▪ Discussed wait times longer for some GP's than others, and that they no longer all work full time. PPG suggested that this should be re-communicated to patients as they may not be aware of this. NW to add to website and do a news story.▪ Also discussed that in a multidisciplinary team sometimes it is not appropriate for patients to
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see their own or preferred GP, as their care needs can be met by another clinician including Advanced Nurse Practitioners and Practice Nurses.

- Also discussed that patients should be offered an appointment with their preferred GP, even if that means a 5+ week wait, but then informed by reception that they could see another GP sooner, the patient can then make an informed choice. NW to remind reception of this.
- % of patients who are satisfied with practice opening/appointment times
 - Discussed that we offer early and late appointments on a Monday. We also offer late appointments every 5th Friday and Saturday morning appts every 5th Saturday.
 - We have a large elderly population who often prefer morning/early afternoon appointments, particularly in the winter when it can be dark by 4.30
 - The PPG themselves had not experienced any issues with practice opening times. They felt that a communication to patients on the website confirming which days we had early/late appointments would be useful.

Appointment booking, availability and capacity (including telephone and face to face appointments)

- Our ANP's now work from a matrix confirming which conditions should initially be offered a face to face appointment and which should be offered as a telephone interview
- All nurse appointments are face to face except for contraceptive pill reviews, initial travel vaccination consultations and NHS Health Checks
- GP's initially still doing telephone call but then will bring in for face to face when clinically required. Approx. 50% of patients require face to face
- We are finding patients are declining face to face appointments as sometimes they are calling from other parts of the country where they are on holiday. Previously if they had needed primary care attention whilst they were away, they would have had to register at a local surgery as a temporary patient, so this does offer them easier and more consistent access to care.
- We have made more routine appointments available within 3, 7 and 14 days to provide appointment option where the patient does not need an urgent on the day appointment but does not feel they can wait 2+ weeks.
- Our current wait time for a routine appointment with a GP is 3 working days. We have urgent on the day appointments with a clinician (Advanced Nurse Practitioner or GP) every day.
- A PPG member was concerned around wait times for practice nurse appointments at present. NW updated that we currently have reduced Health Care Assistant hours whilst we await the start of our new HCA. This is putting

	<p>additional pressure on nursing hours which will resolve once our new HCA joins. In addition, we have also had some issues with nursing staff having to self-isolate due to household contacts with COVID.</p>
<p>Winter flu campaign</p>	<ul style="list-style-type: none"> • Frustrating delays with flu deliveries from our supplier • Still experiencing issues receiving our remaining vaccines • 2253 patients vaccinated to date <ul style="list-style-type: none"> ○ 55 under 18's ○ 580 18-64 ○ 1618 over 65's • Continuing with clinic at Sixways on Monday's and Friday's.
<p>COVID booster vaccination programme</p>	<ul style="list-style-type: none"> • Clinic running on Tuesday afternoons at Cheltenham East Fire Station, staffed by Sixways clinician's and admin staff • Patients become eligible for their booster 6 months from the date of their second vaccination. Eligible patients are those aged 50 plus and those aged 18-49 with specific chronic conditions • 1523 Sixways patients given their booster dose to date • Both residential care homes vaccinated • We are primarily sending invites as an SMS messages, with a direct link to book the appointment. We have also sent letters or made phone calls to those patients where we do not have a mobile number • In addition to those patients eligible for a booster there are a small number of patients eligible for a 3rd dose, who will then have a fourth dose (or booster) in a further 6 months. These patients were supposed to be identified by secondary care but there have been delays with this

	<p>and this has caused some confusion for patients and for our clinicians</p> <ul style="list-style-type: none"> • There have also been issues with NHS England sending central SMS invites to patients and these links not working, but also only allowing patients to book at mass vaccination sites including Malvern and Badham’s pharmacy. Unfortunately, these were not sent by the surgery, but we are aware that this has caused issues and confusion. We have fed back on this via the Clinical Commissioning Group. One of our PPG members has personal experience of this, made worse because the patients date of birth was not recognised when they tried to book so they were unable to do so. • Another PPG member fed back that their experience of taking their husband to the fire station for flu and COVID was excellent and that our staff could not have done more to help, including getting a wheelchair to take him to and from the car.
Network Planning	<ul style="list-style-type: none"> • Network surveys were available for all network staff and patients to complete to provide input into the future direction the network should take • There is a business feedback and planning meeting on the 10th November with key leads from each of the 5 network practices where we will review the outcomes of all the surveys and use that to guide our discussions about future planning • Additional staff recruitment <ul style="list-style-type: none"> ○ We now have 4 network pharmacists which means that each practice will have clinical pharmacist time every day

	<ul style="list-style-type: none">○ We now have 5 dedicated social prescribers and 1 Care Home Co-ordinator● We are trialling community respiratory clinics with Mr C Sharpe, respiratory consultant, Sixways had the first clinic on the 14th October and these will continue monthly, rotating around each of the 5 network practices
AOB	No AOB