

Patient Participation Group Meeting Tuesday 24th September 2024

Dr Chris Allen, (GP Partner), Mrs Marilyn Charbit (Local resident), Nicola Morgan (Deputy Director of Student Services & Head of Student Support), Nicola Smith (RCM Student Services Manager), Jacque O'Connor (Practice Manager)

Welcome and Thanks

Jacque welcomed the attendees and outlined the agenda for this meeting.

Changes to the Team

Dr Andy Tate – Retired earlier this year, he was a part time (Thursdays) employed under the GP Retainers scheme.

Dr Beatrix Lovell- Viggers – has increased her sessions and from October, she will also be working on Thursday mornings.

Dr Jenny Dhammi – has joined the team as a part time SGP her usual working days are Tuesdays and Thursdays.

Dr Abdullah Akhter – ST3 full time GP Registrar

New Services

We have introduced the following services for patients this year.

- AF checks for all patients aged over 55 years' old
- RSV vaccinations for all patients aged 75+

Friends & Family Test (FFT)

This is important feedback we receive from our patients, the average monthly results are between 94% and 95%, however for August we received a 98% result. We review all the comments that patients submit and whenever it is possible we discuss with the appropriate teams and at partner's / staff meetings. Marilyn suggested that we have alternative feedback platforms for patients that are not able to give feedback electronically.

Registration Process for Students

We have introduced a new on-line registration system, from August students that are eligible to register with this practice will be able to complete an on-line registration form, this system should enable us to register patients faster and safer. We have not introduced this service yet to local residence or staff members of the Colleges yet.

Survey Results

We sent our patient satisfaction annual survey to our patients, we discussed the results of some of the submissions:

- **Telephone – Getting through to us on the telephone**

Generally, patients found it easy to get through to the Health Centre on the telephone, we have changed our telephone system earlier this year and have some useful features, e.g. call back for patients, we discuss the monthly statics with the administration team and the average waiting time for calls waiting for August was 28 seconds.

- **Website**

Patients overall felt it was fairly easy to navigate, however we feel that this could be improved and in conjunction with our PCN will be changing our website later in the year.

- **Administration Team**

Most patients found our administration team helpful, we continue ensure all our administrative team are trained to a high standard and attend regular update training.

- **Understanding how to book an appointment / Times**

23% of patients that responded were unaware of out of hours' appointments and we plan when we update our website to list all the out of hour and extended hour appointments available to us.

The majority of patients 91% felt making an appointment was fairly or very good.

- **Appointment with a GP**

62% of patients on spoke to their usual doctor always or a lot of the time.

Most patients felt that they were seen/ called on time for their appointments.

Improvement Plan form survey results

- To update our website
- To have clearer information for patients on extended and out of hours' pathway appointments

<https://www.formstack.com/admin/submission/report/49092896?share=18Lmx9yJwn&view=charts>

Access to Services

We offer a number of pathways for patients when they contact us for help and or advice, over the past year we and have made some improvements to training our Patient Services Administrators and Patient Coordinators to pathway patients to the right services both safety and effectively.

Some of the pathways we refer patients to:

- On-call doctors triage clinics – there is a duty doctor available from 8.30am – 6.30pm
- Nurses on-day appointments
- First Contact Physio – based at the Health Centre Tuesday and Fridays

- Clinical pharmacist
- Community pharmacists
- Mental Health Practitioners
- Out of hour access
- Extended access
- PATCHS – electronic consultations

Infection Control

A monthly audit is completed and the results of the report is discussed at the monthly Nurse Management Meeting, there have been no reported major issues this year. All staff have to complete their mandatory infection control training.

Services Audits and Improvements

- All cancer pathways are recorded on a dashboard C-the signs and reviewed weekly by a named administrator and a named doctor.
- Valida Universal care plans – are reviewed and updated for all our palliative patients or patients that have a DNAR in place.
- All patients on high risk medications are reviewed monthly
- MDT meetings

Waiting Times for referrals

We discussed the referral pathways and the on-going waiting list times, Chris explained that we would normally try and refer to the hospital with the lowest waiting times and offer the patient as much choice as possible.