

Patient Participation Group Minutes – 26th September 2023

Welcome & Introductions

Practice attendees

- Dr E Humby – GP Partner
- Mr E Cameron – Practice Manager
- Dr A Holmes – Salaried GP attended for Trauma-informed study section of the meeting
- Ms C Middleton – Health and Wellbeing Coach
- Ms S Day – Medical Secretary

Patient attendees:

- EW
- CW
- DM
- RM
- RO

Actions from last meetings minutes

Flu Clinic's

- Our flu clinic has started and will run over the next month.
- Covid vaccinations are not being provided at LHH as there are a lot of covid centres providing the vaccine around the city. District nurses will be visiting anyone that can't leave the house.
- If you are eligible for Flu vaccine you are eligible for Covid vaccine.
- **ACTION:** LHH to provide information to Covid vaccine eligible patients about how to book.
ACTION CLOSED: completed.

Website update

- LHH team have been trained and we can now manage updates to the website internally.

New staff updates

- Mandy Smith, Practice Nurse has retired.
- Sarah Jane Cocking, Nurse Practitioner has resigned.
- Two physician associates, each working for four days per week. Soumaya Dufour has already started, and another physician associate is starting soon. Mentored by more experienced clinical staff. Their role is to assess any clinical patients within their broad scope of practice. They've studied a 2-year post-graduate course including lots of clinical patients so are used to seeing patients.
- Continuing to host trainee GPs – Dr Hannah Fuller joined us several months ago and is about to finish her placement and Dr Jasmine Chingono joined recently.
- New junior doctor starting in January.
- Karen Nichols retired from the secretarial team and Susie Day joined.
- Dr M Barber is retiring in December.
- We have recruited three new female GPs. They're due to start over the next 6 months.
- New receptionists Louise and Joan.

Patient feedback on phone and appointment system:

- RO: Phone system is much better than it used to be. Last few times we've rung it has been great. It's a lot better. Texts work very well for certain things. There may be an incorrect message offering a call back when you're at the front of the queue, rather than when you may need it which is when you're at the back of the queue. **ACTION:** Mr Cameron to review the automated messages.
- CW: Communication with the surgery can be a bit hit and miss. If you hand over some paperwork you can't be sure whether it's actioned. Accurx messages are not always responded to.
ACTION: Dr Humby recognised that paperwork can get mislaid. Mrs Morgan - Deputy Practice Manager, to review paperwork process to see if a change can be made so that any paperwork is scanned onto the system as soon as it arrives at the practice. And to review the paperwork process throughout the practice to see if there are opportunities for improvement.
ACTION: Mr Cameron agreed that there are some issues with Accurx – patients have shown him texts on phones but are not on our system. Feedback to Accurx.
- CW asked if the practice has a preferred method of communication. **ACTION:** Mrs J Marsh to make it clear on the website that we have provided several methods for patients to communicate with us so that they can choose which suits them best. **ACTION CLOSED:** completed.
- Dr Humby- Appointments are all done through an online form created by reception or Accurx so GP can quickly and easily look through requests and be more responsive. This also avoids patient having to repeat themselves several times. We send out a booking link for different sort of appointments depending on urgency and person within the practice that needs to be seen. Always looking at capacity and how best to offer appointments. Eli recognises not everyone will be able to book an appointment through their phone so we're using reception a lot more to book appointments to call patients and ask them to book appointments.
- CW asked why he couldn't reply to text invite to today. Mr Cameron explained had sent invite to 7,000 patients so we couldn't process individual replies. Sometimes we add the ability to reply if needed.
- CW flagged that a message sent through Accurx but the message was not received and reception didn't know about the ambulance attendance – Mr Cameron confirmed it can take 2-3 days for non-urgent issues such as ambulance reports, if it's 111 it will be dealt with on the same day. **ACTION:** Mr Cameron to check that there is an ambulance report saved on patient's file. **ACTION CLOSED:** Confirmed ambulance report filed on 19th August about a visit that day.

Groups at the health centre

Ms Clare Middleton – Health and Wellbeing Coach

- We have the gardening group which has been a real success transforming the space.
 - EW – Gardening is a good thing.
- We have applied for funding to run a gentle yoga-based exercise class run by an instructor from Wellspring who's been doing groups for Chronic pain and anxiety.
- We hope to set up a walking group in future.
- Want to make the most of the space and set up more groups. Anything else would be helpful?

Dr Humby

- We've previously run groups for patients with diabetes where patients can share their experiences with each other supported by one or two clinicians.
- We are re-starting a monthly pain management group with a Dr and a Pharmacist. Patients shared their experiences, other techniques for managing pain and concerns about reducing medication.
- EW – really felt good to do this sort of thing then patients can support each other.

Trauma-informed study

- Dr A Holmes was introduced. She is doing a year of fellowship studying health and equality working with social economically deprived communities with a specific focus on trauma-informed care to make services more accessible and remove barriers.
- Key point is not re-traumatising patients. One action from this is to make the practice waiting room more welcoming, and less anxiety inducing.
 - Attendees today said they found it pleasant.
 - Previous feedback was that the chair layout would be less stressful if wasn't in lines facing each other.
 - Updating notice boards.
 - Section on reception with leaflets.
 - Book exchange has received positive feedback.
 - Binoculars for children to observe wildlife in the garden.
 - Attendees agreed that more plants would be nice.
- Dr Holmes would like to hear from patients happy to be interviewed about their experience with the practice and how it could be improved. Interviews to take place face to face or online in return for a shopping voucher.

Any other business

- **Communication feedback from a patient**
 - CW raised that a prescription was printed and sent next door and no one knew why – then had to be found at reception.
 - CW asked how long prescriptions should take – Mr Cameron said 3 working days. Pharmacy next door is now run by Easton Day and Night who very efficient.
 - RM - Could you let patients know that reception can open toilet if needed for patients. **ACTION:** Ms Day to update sign on toilet door to say to ask reception if need to use toilet.
- Positive feedback on an appointment with Dr Holmes.
- Positive feedback from patients with mental health problems, they are feeling very well looked after.
- Previous health and wellbeing coach / social prescriber associated with Wellspring was very good.
- A patient queried if there is any value in having patients email addresses. We collect these as some patients prefer communication by email.
- Next Patient Participation Group to be held early in 2024. Thursday suggested as Somali interpreter is available then.
Dr Humby asked if anyone had been able to find the meeting agenda on the website and none of the attendees had found it. **ACTION:** Secretary to send details of what to put on home page to Mrs Marsh.

- A patient attended who did not speak English. **ACTION:** Ms C Middleton to follow-up with patient arranging interpreter to ensure patient view is heard. **ACTION CLOSED:** this has now been done.

Summary of actions

ACTION	OWNER	UPDATE	STATUS
Provide information to Covid vaccine eligible patients about how to book.	Mrs J Marsh		Completed
Review the automated messages as there may be an incorrect message offering a call back when you're at the front of the queue, rather than when you may need it which is when you're at the back of the queue.	Mr Cameron		
Review paperwork process to see if a change can be made so that any paperwork is scanned onto the system as soon as it arrives at the practice.	Mrs Morgan		
Feedback to Accurx there are some issues – patients have shown texts on phones but are not on our system.	Mr Cameron		
Make it clear on the website that we have provided several methods for patients to communicate with us so that they can choose which suits them best.	Mrs J Marsh		Completed
Check that there is an ambulance report saved on patient's file.	Mr Cameron	Confirmed ambulance report filed on 19 th August about a visit that day.	Completed
Update sign on toilet door to say to ask reception if need to use toilet.	Ms Day		
Send details of what to put on website home page to Mrs Marsh to ensure Patient Participation Group meetings and minutes are published on the news section of the website so they can be found easily.	Secretary		
Follow-up with patient who attended but could not speak English to arrange interpreter to ensure patient view is heard.	Ms C Middleton	This has now been done	Completed