

Minutes of the Patient Participation Group Held on 30th March 2022 at Ethelbert Road Surgery

Attendees:

| Name | Representative from: | Initials |
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| Michael Stewart (Chairman) | Rural Hub (Bridge & Littlebourne) | MS |
| William Pettit | Rural Hub (Bridge & Littlebourne) | WP |
| Elizabeth Kirkwood | Rural Hub (Bridge & Littlebourne) | EK |
| Mark Lyons | City Hub (Ethelbert Road Surgery) | ML |
| John Todd | City Hub (Ethelbert Road Surgery) | JT |
| Wendy Venton | Rural Hub (Bridge & Littlebourne) | WV |
| Margaret Schofield | City Hub (Ethelbert Road Surgery) | LS |
| Brenda Reynolds | City Hub (Ethelbert Road Surgery) | BR |
| Dr James Hinksman | GP Partner | JH |
| Dee Stenning | Practice Manager | DS |
| Carol Hitchcock | Dispensary Manager | CH |
| Vicki Pitkin | Administrator | VP |

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| 01/9 | <p>Welcome and Introductions MS welcomed members to the meeting. Apologies: PP, KW, SN, JS PH, SC</p> | MS |
| 02/9 | <p>Minutes of previous meeting / matters arising – Minutes of the previous meeting were discussed. It was noted WP and JT were missing from the apologies list for the last meeting. Action: VP agreed to amend minutes for accurate record keeping. WP raised a question regarding the patients who don't require an on the day appointment but cannot pre-book an appointment. DS said that this was to capture data to inform the Quality Improvement (QI) project so that we can continue to look at improving patient access. Also, we are looking at ways to reduce the mass calls at 8am and how we can encourage patients to spread calls out throughout the day, assuring the patient that they will be signposted to the most appropriate healthcare professional for the healthcare needs. The urgent treatment centre (UTC) was also raised, because a patient was advised by a member of the reception team to attend there. DS advised that the UTC is a service that we can send patients to on the day if the patient requires urgent care when our daily list is full. It was also mentioned that a patient was given an appointment on a Sunday morning, DS advised that the Primary Care Network (PCN) provide a weekend service based at K & C hospital providing access for patients 7 days per week 8am-8pm. Another matter arose which included asking how far in advance an appointment could be booked, DS confirmed the appointment book is released 6 weeks ahead. Lastly, a member of the PPG mentioned about how much control the receptionist has and whether the GP should sit on the front desk to see what happens. DS said she would suggest a scheme called "Walk in My Shoes" to the leadership team whereby staff could observe others roles within the practice to see how each role within the practice work across the business.</p> | MS |

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| 03/9 | <p>Practice – Staffing news and update DS mentioned the public covid test centres are closing as of 31-03-2022. However, it has been confirmed that NHS patient facing staff will still be able to obtain lateral flow tests via the government portal ensuring we remain safe for our patients. It was also mentioned that the local pharmacies have low stock of LFTs, therefore, patients are advised to try and obtain these in and around their local areas asap before stocks run out completely. JT asked about the over 75s having access to free lateral flow tests. DS said that new information is coming out daily and this will all become clearer in due course.</p> <p>Medical Record (Lloyd George) Digitisation CMP has been selected for full Lloyd George notes digitisation. Following the procurement process, the contract has now been awarded to Iron Mountain. An operational plan and detailed timeline will be published in due course in readiness for CMP to arrange the necessary resources to complete the work involved in for this process. There is a national requirement for Lloyd George envelopes to be retained by Practices which is currently under review by The Secretary of State.</p> <p>New Joiners to CMP: Dr Robin Jenkins - Salaried GP working 4 sessions per week Dr Santosh Gurung - Long-Term Locum GP (with a view to joining as a salaried GP) Mary Jayne - Care Navigator – reception team.</p> <p>Staff leaving CMP Tina Ismail (Nurse Manager) Dr Osman (Long-term locum GP) Suzanne (Admin) leaving 7th April</p> <p>Canterbury Medical Practice still has a number of vacancies across departments and are in the process of interviewing 2 Advanced Nurse Practitioners (ACP) and Care Navigators.</p> <p>Complaints overview and themes DS updated the group with a summary of recent complaints. At our last meeting DS reported we had received a total of 45 complaints however, since November 2021 we have had an additional 14 complaints bringing the total to 59 this year. The complaints reporting year runs from April 2021 – March 2022.</p> <p>The most recent 14 complaints consisted of the following themes:</p> <ul style="list-style-type: none"> • 2- Staff Attitude • 4 - Referrals • 4 - Prescriptions • 4- Access • 2 – Misc <p>Welcome Letter Following feedback at the last meeting from ML an old version of the PPG welcome letter was shared with the group along with the aims & objectives/terms & conditions. All members present at the meeting were asked to review these documents and share their comments and suggestions. Action: JT & ML agreed to lead on this and will present newer versions of these documents to the group virtually and/or at the next meeting.</p> <p>PPG Pack This is a new patient registration pack which includes a new patient registration form, new patient health questionnaire, online services form, online services leaflet, practice leaflet & PPG leaflet. Action: VP to send to all members of the PPG so they can review and feedback.</p> <p>Complaints Leaflet JT asked if the PPG members could have a copy of the complaints leaflet for review and comments. Action: VP to circulate to PPG members.</p> | <p>DS</p> <p>DS</p> <p>DS</p> <p>DS</p> <p>DS</p> <p>DS</p> <p>All</p> <p>VP</p> <p>VP</p> |
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| | <p>Agenda items for future meetings DS requested PPG members forward topics for discussion to VP prior to each meeting for wider discussion.</p> <p>Recruitment to the PPG ML asked how we could increase uptake in joining the PPG to ensure a wider population is reflected. DS mentioned the work we do at CMP with regards to continuing to recruit to the PPG. In the past clinicians have handed slips to the patients advising them how they can join the PPG. Reception staff advise new patients on registration, we have posters on notice boards in the waiting areas, and also have patient information TV screens showing details of how to become a member of the PPG. JH mentioned he would discuss this with his clinician colleagues reminding them to recommend the PPG to patients. DS mentioned we also invite patients when raising complaints if they want to join the PPG to help improve our services moving forward. DS suggested current PPG members could set up an information desk bi-monthly in the patient waiting areas responding to PPG patient queries and assisting with recruiting new patients to the PPG. Action: PPG members to express an interest to VP</p> | <p>DS</p> <p>DS</p> |
| <p>04/9</p> | <p>Quality Improvement Projects</p> <p>Healthy IO As part of a diabetic annual review urine testing is carried out to look for the early signs of kidney damage. Canterbury Medical Practice invited in a cohort of patients via text/letter. The scheme is entirely voluntarily and involves participants downloading an app and they will be sent a urine test pack in the post. They will then to take a photo of the sample against the colour chart and submit it to the app. This will then be sent to the GP Surgery for review. The scheme aims to increase access for patients who have been hard to contact and it also reduces workload as Healthy IO manages the whole process. Lastly, It will also address the backlog in chronic disease monitoring due to COVID.</p> <p>Home @ BP Scheme We are also participating in a blood pressure monitoring scheme which focuses on patients diagnosed with hypertension sharing their home blood pressure readings with the GP surgery. There is substantial evidence to support this:</p> <ul style="list-style-type: none"> – Helps reduce clinical time to help with the recovery of routine monitoring due to the pandemic – Gives a better reflection of blood pressure readings as a more relaxed atmosphere at home – Helps improve the monitoring and ongoing management of blood pressure – More flexibility for patients <p>We completed a trial a few months ago which was relatively successful as we contacted a small cohort of low risk under 80 year old patients. We had a third of these patients respond to the message and 10 actively participate in the scheme, who met the criteria (BP machine is less than 5 years old, the patients have an appropriate sized cuff and it is validated for home use). We asked the patients to submit two readings a day (morning and afternoon) over a four day period and then they can submit the results via a questionnaire on their smartphone. The admin team would review the results based on a clinical flowchart provided by the GP and we would advise the patient on the next steps, i.e normal, and repeat in 6 months etc... The trial was a success but had some complications due to various different areas that needed to be considered. So the trial will be reviewed and re-launched in the next few months, to the wider practice population.</p> <p>Online Appointments The clinical services team also looked at opening specific appointments to be booked online via patient access. We focused on cervical screening due to the national campaign currently in the media. Out of 89 appointments booked 55 were booked using this method (60% total appointments). Going forward we hope to implement this for more specific nurse appointments, for example asthma reviews or diabetic checks.</p> <p>Face-to-face Appointments A trial was started offering patients the opportunity to choose between a face-to-face appointment or a telephone consultation, when booking an appointment. The average uptake of the face-to-face appointments was 36% and the remainder opting for telephone appointments. There are a few exceptions however for a face-to-face appointment such as if</p> | <p>VP</p> |

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| | <p>the patient was suffering from a cough, high fever, chest infection etc... The trial is to continue for a few more weeks.</p> <p>It was questioned why is there a need for a trial when the surgery was offering face-to-face appointments pre-pandemic. DS mentioned that a trial was introduced so we can tweak our appointment system to meet demand and capacity moving forward. Also, we wanted to gauge patient choice before they were triaged by a clinician.</p> | |
| 05/9 | <p>Community Pharmacist Minor Illness Service</p> <p>This service allows the Care Navigator to signpost patients who need advice for minor ailments such as hay fever to an appointment with a local pharmacist at a pharmacy of the patient's choice. The appointment will be a telephone consultation initially and the pharmacist will direct the patient back to the GP if required. All pharmacies in the Canterbury area have signed up to the scheme. The purpose of this service is to signpost patients to the most appropriate clinician who will be able to assist with their medical problem.</p> | VP (Information kindly provided by SC) |
| 06/9 | <p>National Opt Out</p> <p>Is a national driven change from NHS Digital which allows patients to opt out of their confidential information being used for purposes beyond their individual care and treatment. All patients have been opted in and will need to opt out if they do not want their data being used for research and planning. This can be done by phoning 0300 3035678 (open Monday-Friday 9-5) or by visiting www.nhs.uk/your-nhs-data-matters</p> | DS |
| 07/9 | <p>NHS Kent & Medway Clinical Commissioning Group & Canterbury Public Reference Group – Updates</p> <p>WP mentioned that these were two different groups and the former focuses on a specific clinical topic. There was nil to report from either of these groups on this occasion.</p> | WP |
| 08/9 | <p>AOB</p> <p>Covid Booster JT complimented the clinical services team on the efficiency of the COVID booster text messages, as he received his message 2 weeks prior to the Government announcement. DS confirmed we will pass this positive feedback onto the team involved.</p> <p>Superdrug recycling scheme BR asked on behalf of PP if the surgery had collection bins for the recycling of tablet blister packs/foil packages. CH said that due to certain waste regulations this was something we wouldn't be able to participate in but will investigate this further to see which chemists were offering this service. CH found out that only Superdrug participates in this scheme. This will be displayed for patient information on the practice website and newsletter. More information can be found here: https://www.terracycle.com/en-GB/brigades/medicine-packet-uk</p> <p>Telephone Answering Message It was mentioned about when the message on the telephone would be changed to no longer include information regarding COVID. DS stated that the message had been shorten recently however, the covid messages need to remain for the time being. DS also informed the group that the telephone system will be upgraded again in the next few months with increased functionality, one being patient call back allowing the patients to put their handset down and the phone will ring when it is their turn in the queue to be answered.</p> <p>Website We were asked if we knew how many patients used the practice website. Action: VP to find out how many hits approximately the website has per month.</p> | All |
| 09/9 | <p>Date and time of next meeting:</p> <p style="text-align: center;">Thursday 21st July 2022</p> <p style="text-align: center;">18:30 at Ethelbert Road Surgery</p> | All |

LIST OF ACTIONS:

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| Action 1 | Update apologies for previous meeting minutes | VP |
| Action 2 | Find out how many views the practice website gets | VP |
| Action 3 | Circulate PPG pack | VP |
| Action 4 | Circulate welcome letter and aims and objectives & complaints policy | VP |
| Action 5 | Bi-monthly PPG information desk to assist with recruiting new PPG members | All |