

# Minutes of the Patient Participation Group

## Held on 25<sup>th</sup> November 2021 at Ethelbert Road Surgery





### Attendees:

| Name                       | Representative from:              | Initials |
|----------------------------|-----------------------------------|----------|
| Michael Stewart (Chairman) | Rural Hub (Bridge & Littlebourne) | MS       |
| Peggy Pryer                | Rural Hub (Bridge & Littlebourne) | PP       |
| Mark Lyons                 | City Hub (Ethelbert Road Surgery) | ML       |
| Kate Wortham               | Rural Hub (Bridge & Littlebourne) | KW       |
| Elizabeth Kirkwood         | Rural Hub (Bridge & Littlebourne) | EK       |
| Peter Holwell              | Rural Hub (Bridge & Littlebourne) | PH       |
| Wendy Venton               | Rural Hub (Bridge & Littlebourne) | WV       |
| Dee Stenning               | Practice Manager                  | DS       |
| Jackie Horne               | Clinical Services Manager         | JVH      |
| Sandra Cook                | Reception Manager                 | SC       |
| Vicki Pitkin               | Administrator                     | VP       |

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| 1/12 | <p><b>Welcome and Introductions</b></p> <p>MS welcomed members to the meeting.</p>  | MS    |
| 2/12 | <p><b>Minutes of previous meeting / matters arising</b></p> <p>Minutes and the actions from the last meeting were discussed:</p> <ul style="list-style-type: none"> <li>Action 1: with regards to photos of all staff on the practice website. DS said that we have to respect the wishes of staff who may not want their photo on the website.</li> <li>Action 2: with regards to the list of recommended apps. DS said that we should not recommend a specific app however; we are encouraging patients to use the NHS app which is current and up to date, containing everything in one place for patients to access regarding their healthcare and covid status (e.g. prescription requests, COVID vaccination pass, access to appointments and medical history).</li> </ul> <p><b>Other matters that arose</b></p> <ul style="list-style-type: none"> <li>KW asked where patients can access their medical history if they are not online and DS mentioned that patients can request this in writing at reception or via the practice generic email.</li> <li>ML mentioned about a welcome letter for new PPG members. VP to construct a letter and will send to DS for approval.</li> <li>It was mentioned in the meeting that it is hard to find the GPs/staff details on our practice website. VP to investigate and make sure this is easier to navigate.</li> </ul> | MS/DS |
| 3/12 | <p><b>Practice – Staffing news and update</b></p> <p><b>New Joiners to CMP:</b></p> <ul style="list-style-type: none"> <li>Isabelle Teague (Clinical Coder)</li> <li>Gemma Sackett, Fern Petch, Ellie Barnes, Weronica Zieba, Alexandria Jobson and Miya Towse (Reception)</li> <li>Wendy Waterman &amp; Karen Jackson (Practice Nurse)</li> <li>Dr Aathiththan Jeyasundaram</li> <li>Claire Bowers (HCA)</li> </ul> <p><b>Staff leaving CMP</b></p> <ul style="list-style-type: none"> <li>Judith Executive Lead Nurse &amp; Quality Lead</li> <li>Francesca Quality Manager</li> <li>Mel (Practice Nurse)</li> <li>Louise (Practice Nurse) – although has returned working as bank staff</li> <li>Debbie (Care Navigator)</li> </ul>  | DS    |

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|      | <ul style="list-style-type: none"> <li>• Dr Kate Peirce, Dr Adrian North &amp; Dr Will Davies</li> <li>• Sophie, Tim &amp; Charlotte –(Reception) – staff</li> <li>• Tania (Admin)</li> </ul> <p>DS explained that the role of the receptionist will be changing upskilling and developing the team, providing a more varied role. The Receptionist will be known as Care Navigators. Staff will undergo training and will work from a list that will provide them with the necessary information to signpost the patient to the most appropriate clinician at the time. DS said our aim is to make the whole process more efficient and a better experience for the patient</p> <p>ML asked if the time of a telephone appointment could be more specific as opposed to a four hour window. DS mentioned the quality team are looking into this and hope to be able to feedback positive news relating to this at the next meeting if not before.</p> <p><b>Complaints overview and themes</b></p> <p>DS has updated the figures and can report the following: Total number of complaints to date 45 and of these 38 is closed and 7 remain open. The themes recorded are as follows:</p> <ul style="list-style-type: none"> <li>• 15 Access</li> <li>• 6 Prescribing</li> <li>• 6 Attitude</li> <li>• 2 Referrals</li> <li>• 9 Misc</li> </ul> <p>DS also explained the complaints procedure: After the patient has contacted the practice with a complaint an acknowledgement letter is sent to the complainant <b>within three working days</b> of receipt. The complaint is then investigated by the appropriate individual/s and a response letter is sent to the patient with the outcome of the investigation <b>within 25 working days</b>. The last paragraph of the response letter advises the complainant that if the patient is not happy with the outcome they can contact the practice to speak with DS, or alternatively they can contact the Ombudsman directly for further support.</p> |     |
| 4/12 | <p><b>Seasonal Flu &amp; COVID Campaign – Phase 3</b></p> <p>JVH updated the PPG members with where the practice is currently with the Influenza and Coronavirus booster programmes.</p> <p><b>Covid</b></p> <p>We have been running Covid vaccination clinics at both Ethelbert Road Surgery and Bridge Health Centre and we have been working collaboratively with the Sea Cadet Hall. We have vaccinated most of the over 80s, care homes and housebound patients. We also send out regular text messages to patients as they become eligible advising them where they can book their appointment or to contact us if they have any issues. Currently our last Covid clinic is on 4<sup>th</sup> December.</p> <p><b>Flu</b></p> <p>We have successfully vaccinated 85% of our over 65 age cohort and 82% of our over 80s. We have also been inviting in patients who are eligible based on long-term health conditions, children and patients who are eligible by age. Our last <b>big</b> flu clinic is on 4<sup>th</sup> December.</p>   | JVH |
| 5/12 | <p><b>New Appointment System</b></p> <p>This was previously discussed at the beginning of the meeting but to reiterate the reception team are changing and they will be known as care navigators. All staff will receive appropriate training and be provided with a crib sheet constructed by a clinician, so they can direct the patient to the most appropriate person. There will also be an ‘urgent care hub’ which will consist of a GP, Advanced Nurse Practitioner and a care navigator. We hope this will help to make the system more efficient. PP said how she phoned NHS 111 as couldn’t get through to the surgery and they directed her back to the surgery by asking one of our GPs to contact her. DS explained that we have a specific GP connect slots each day whereby NHS 111 can book</p>  | JVH |

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|      | <p>patients straight into, but we are looking at closing this gap.</p> <p>ML mentioned how he had missed a call and asked whether we can provide a specific time or if the GPs can ring more than once or displays the surgery number. The GPs call patients more than once and send a text message if they are unable to get through. We are also collecting data for those patients who have been unable to get an appointment so we can assess the demand and adjust our services accordingly.</p>  |     |
| 6/12 | <p><b>NHS App</b></p> <p>The NHS app was revisited sharing patient support information amongst other details regarding the NHS app for the PPG members. KW mentioned that someone was asked to bring in ID to have access to their full medical records. DS will investigate the process for clarification purposes however, in the meantime all the information regarding setting up the NHS App is in the material handed out at the meeting and a useful link to the website for access to FAQs etc.. PP mentioned her computer group and there are lots of queries regarding patient access, DS suggested contacting the NHS app support team to see if they can facilitate a training session for the computer group PP mentioned.</p> <p><br/>About the NHS App.docx</p>  | DS  |
| 7/12 | <p><b>Quality Improvement Projects</b></p> <p>Over the past few months, the practice has formed a new working group looking at different ways that we can improve the services that we offer to patients. Leading on this work is Dr Jim Cole (Partner GP), Jackie Horne (Clinical Services Manager) and Sandra Cook (Reception Manager).</p> <p><b>We have started to:</b></p> <ul style="list-style-type: none"> <li>• Improve access through changes to the phone system as well as utilising text and online services to help reduce the number of calls to the practice.</li> <li>• Upskilled the reception team with further training with regards to signposting and other services available to the practice such as the First Contact Practitioner who is a musculoskeletal specialist, they can assess and make necessary referrals in the same way a GP or Nurse Practitioner can.</li> <li>• Further utilising the text messaging service to assist with updating patient information, pre-appointment questionnaires to help improve the quality of your consultation, home monitoring of blood pressure where appropriate as well as helping to book appointments</li> <li>• Reviewing our website and keeping patients up-to-date with the changes</li> </ul> <p><b>We have started to look at:</b></p> <ul style="list-style-type: none"> <li>• Increasing the use of online services to help patients access information such as blood results as well as ordering medication and booking online appointments.</li> <li>• Reviewing the appointment system, we are currently looking at ways that we can improve the system to help ensure patients are booked an appropriate appointment, we are trying to reduce unnecessary steps and increase the availability of pre-bookable appointments.</li> <li>• We are using systems such as Apex to collect essential data so we assess the demand and capacity and improve our systems.</li> <li>• We are also looking at patients who don't require a on the day urgent appointment but cannot pre-book an appointment.</li> <li>• We are also encouraging GPs to use the Accrux service to arrange follow up appointments with patients.</li> <li>• We have also looked at the telephone system by changing the format so more staff</li> </ul> | JVH |

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|       | <p>are available at peak times.</p> <p>Patient survey - Feedback regarding process for booking an appointment.</p>  <p>Apptointment<br/>Survury - Patient Fee</p> <p>We have also undertaken an appropriate appointment audit at the same time. The survey was so that the clinical team could reflect on how the patient experience could be improved. On the whole the results were positive with the vast majority of patients being seen by an appropriate clinician in an appropriate way.</p>   |     |
| 8/12  | <p><b>Ethelbert Road Parking Arrangements</b></p> <p>This was revisited as DS mentioned to the group that the car park is not designed to penalise or profiteer from our patients. The car park has the parking eye systems in place to protect the spaces we do have for our patients. DS also mentioned that if patients use the car park for longer than <b>10mins</b> without entering their registration into the tablet wall mounted at reception they will receive a £100 penalty charge notice which can be cancelled on evidence of attendance at the practice. DS will raise a cancellation for registered patients however, those not registered with the practice will have to contact parking eye directly.</p> | DS  |
| 9/12  | <p><b>Referral system for hospital appointments</b></p> <p>PH asked if patients received correspondence from consultants once they have been referred. DS reassured that patients receive letters from their consultants and it is directed from the trust.</p>  | PH  |
| 10/12 | <p><b>NHS Kent &amp; Medway Clinical Commissioning Group Canterbury Public Reference Group – Updates</b></p> <p>KW kindly updated the group in William’s absence:</p> <ul style="list-style-type: none"> <li>Ruby Ward is a mental health care facility based at Medway Maritime Hospital. Funding has been approved for purpose-built mental health facility in Maidstone.</li> </ul>   | KW  |
| 11/12 | <p><b>AOB</b></p> <p>ML mentioned that services we provide in-house have deteriorated recently. For example, he mentioned that there was a long waiting list for a blood test at the surgery. It was asked whether the pathology lab still requires patients to book an appointment or if they can turn up and wait to be seen. VP contacted the path lab and it was confirmed that patients still need to book an appointment, which they can do by ringing <b>01227 206739</b> or by booking online: <a href="https://itx.ekhft.nhs.uk/patheks">https://itx.ekhft.nhs.uk/patheks</a></p>   | All |
| 12/12 | <p><b>Date and time of next meeting:</b></p> <p style="text-align: center;"><b>Wednesday 30<sup>th</sup> March 2022 at Ethelbert Road Surgery</b></p> <p style="text-align: center;"><b>At 18:30</b></p>   | All |

**LIST OF ACTIONS:**

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|-----------------|---|----|
| <b>Action 1</b> | VP to add the ‘Practice Team,’ link to the top banner on the website. | VP |
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| <b>Action 2</b> | To create a PPG welcome letter | VP |
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