

Minutes of the Patient Participation Group Held on 7 February at Ethelbert Road Surgery

Attendees:

Name	Representative from:	Initials
Michael Stewart (Chairman)	Bridge	MS
William Pettit	Bridge	WP
Elizabeth Kirkwood	Bridge	EK
Peggy Pryer	Bridge	PP
Kate Wortham	Bridge	CW
Peter Holwell	Bridge	PH
Helen Edwards	Littlebourne	HE
John Todd	Ethelbert Road Surgery	JT
Margaret Schofield	Ethelbert Road Surgery	MS
Janet Stellan	Ethelbert Road Surgery	JS
Dorothy Ryan	Ethelbert Road Surgery	DR
Bertram Leslie	Ethelbert Road Surgery	BL
Mark Lyons	Ethelbert Road Surgery	ML
Brenda Reynolds	Ethelbert Road Surgery	BR
Dr James Hinksman	GP Partner	JH
Dr Jim Cole	GP Partner	JC
Lorna Benwell	Practice Manager	LB
Sandra Cook	Reception Systems Manager	CH
Susan Harrison	Patient Liaison Administrator	SH
Weronika Zieba	Practice Systems Administrator	WZ
Nicola Cloughey	Social Prescriber	NC

01	Welcome and Introductions MS welcomed members to the meeting. Introduction of CMP staff	MS
02	Minutes of previous meeting / matters arising – Minutes and actions of the previous meeting were discussed	MS
03	Staffing New staff:- Dr Jacky Du Preez – female GP has joined the practice – 3 days a week at ER Dr Kate Peirce – (GP) starts next week – 3 days at ER Rosie – New HCA Treatment room nurse has been appointed 3 new receptionists – 2 currently undergoing induction Staff Leaving:- Carol Hitchcock – Dispensary Manager – retiring after 28 years of service Team Leader leaving – Amy Cook – promotion into supervisor role Receptionist – Tracey Webb	LB

	<p>New Roles: GP Assistant) - New Role – part of the PCN Care Co-ordinator) GP Assistant role to include Phlebotomy – Prescription and medication – Clinical Admin – advertisement to go out April/May Care Co-ordinator – PCN funded – increase in work load) Salary GP) Adverts 2 Part Time Receptionists) Specialist Nurse</p> <p>Complaints LB stated that these are working well and being answered within the 25 days. We currently have 7 complaints outstanding – the oldest is 19/01/2023 – some hospital related and staff – we are managing it well.</p> <p>Website Update</p> <ul style="list-style-type: none"> • Users – December 2022 – 2,704 – Page Views – 9902 • Users – January 2023 – 2,977 – Page Views - 11,599 • Most popular pages on website – 1) Main Page • 2) Bridge Health Centre • 3) Meet our team / GPs <p>EConsults Half of the users on the website are there for the eConsult -</p> <ul style="list-style-type: none"> • in December 2022 – eConsults visit 1228 – eConsults submitted – 681 • in January 2023 – eConsults visits – 1129 – eConsults submitted – 666 • Opening and closing times changed in December – 8am – 2pm – Monday to Friday • Current infections can be addressed. <p>JT – asked if there is a feedback section i.e “did you find the information that you were seeking” The eConsult company produce monthly reports LB explained. JT finds confusing i.e. members of staff and where they are not very user friendly – LB explained – the aim is for the website to be worked through to remove and update. The aim is for the website to be the Gateway for patients – running alongside monitors etc. MS asked if eConsult works on PC and mobile – there is nothing to suggest its difficulty i.e restricted hours. No date on age range is available at the moment if users do not agree with “cookies” will not register so potentially more users not recorded.</p> <p>WZ – Report range on eConsult users probably about 10% WZ – Could Widget be added to allow patients to give feedback to improve service, not just a click button going to no where - ? create focus group – LB to ask at AOB.</p> <p>Other Sites for help Pharmacy, over the counter, 111</p> <p>Notice Boards – new implantation</p> <ul style="list-style-type: none"> • Friends and Family Test – data as a Pie Chart • Appointment data – information • Telephone data – how many calls answered each day • DNA data – January 518 booked appointments not attended – 7847 appointments in January - JT – can this be made easier to cancel? Patients can cancel by text, NHS app and Patient Access can also text back on a reminder. • PLAN – Extracting data – why, wherefore and when information used compared to month on month. <p>Appointment and Quality Improvement</p> <ul style="list-style-type: none"> • Dr Cole explained that he has been given half a day a week and a team of people – aim to look at processes within the practice to make better – efficient, systematic consultations and appointment book. • He explained appointments have been moved “from on the day” to a more pre-bookable service for convenience – triaged – demand has risen dramatically upwards, this is difficult with staffing i.e. Locum more chance of seeing preferred GP – improve 	<p>LB</p> <p>LB WZ</p> <p>WZ JT LB</p> <p>PP JH LB</p> <p>LB</p> <p>JC</p>
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	<p>continuity by patients choice of preferred face to face or telephone – Flexible system.</p> <ul style="list-style-type: none"> • Routine - 2 streams – Ongoing, Long Term, Urgent Care Team – pro-active on list i.e. UTI, prioritised to Urgent Care, Tummy Pain, Chest Infections. • Patient Facing makes CMP attractive to new GP's can opt for 15 minute appointments (less time pressure) so far only 2 GP's have taken this up. Dr Cole and Dr Hinksman – 15 minute appointments offer less admin time but this can be done at end or during consultation. • 30 minute huddles every day GP's and ANP's discussing and sharing clinical conditions less isolation. • Sign posting tool – for reception i.e. maternity services, smoking cessation, weight management, MSK – no referral by GP needed. • EConsults – GP would have 2 – 3 per session- the overspill added to single list in Urgent Care Team. • ICB review of econsults with CMP– time frame – turned off weekend, evening – timing 8am – 2pm makes this more manageable – more Urgent telephone calls- 111 numbers not dropped off – just submitting earlier in the day. Huge demand not meeting but doing in the safest way. • JT – Repeat prescriptions not catered for with EConsult. – JC patients can email surgery with queries regarding over medication i.e. drug no longer available GP needs to re-prescribe – email from website in “contact us” section. There is a lot of traffic regarding prescriptions and we are happy to have in this way. • BS – Looking at other areas i.e. test done & reported, gets filed in notes but no one has contacted the patient – patient assumes the result is ok. Can results be linked to patient and flag that patient needs to come in – grounds for improvement. • Online Access – will patient be able access results? • Should onus be placed on patient? • Abnormal results – there is a process to contact patients. • Process map being organised – looking at Software for reporting. • The 111 system can kick in if unable to get Dr's appointments – 111 can book directly into slots. • Urgent Care Team – slots allocated – and able to look at telephone consultations • JC – showed the appointment screen to group – Telephone Calls – Econsults, 111 Slots (8 in 1 day) • Can book ahead for 1 or 2 weeks. • Waiting for length of time of test results can all eventually be advised – notice going up asking if nothing heard in 2 weeks to contact the surgery. • JH – explained process of test results being needed – impossible to communicate all results – GP will contact patient if they need to be seen. • Can request results via eConsult <p>Register of Infectious Diseases</p> <ul style="list-style-type: none"> • Table supplied, very rare to come through practice – most reported by Labs. SARS highest due to mandatory reporting not ending until end of July 2022. Recent scarlet fever second highest around Dec/Jan. 	
04	<p>AOB</p> <p>Asked for volunteers to become involved in Focus Groups ie. Sit in reception and waiting rooms and observe.</p> <ul style="list-style-type: none"> • PP – asked will someone be available to show how to open up NHS App. • JT – Canterbury focusing on Carers – asked if message could be passed to Carol Hitchcock thanking for her service from the PPG. <p>NEXT MEETING: Tuesday 23 May 2023 at 12.30pm at Ethelbert Road.</p> <ul style="list-style-type: none"> • Question – can time of meetings be alternated between daytime and evening? 	WP

LIST OF ACTIONS:

Action 1	Find out if widget can be added to website for patient feedback	WZ
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Action 2	NHS App Support - availability	WZ
Action 3	Volunteers for Focus Group – to observe waiting room and reception.	LB