

Musters Medical Practice Patient Participation Group (PPG)

Meeting Minutes 12th December 2023

Next meeting 13th February 2024 **5pm-6.30pm** at the Practice upstairs meeting room or MS Teams option for those unable to make it in person

Attendees: Paul Midgley (PM, Chair), Soraya Radjabi (SR), Paula Maling (PaMa), Emma Strzelec (ES), John Burnett (JB), Louise Duffield (LD), Martin Hedley (MH), Mike Prior (MP)

Apologies: Jane Morris, Sharon Ding

NOTE: Janet Johnson is no longer a patient at MMP so has resigned from the group. Thanks were expressed for her contributions during her time on the PPG.

Welcome and round of introductions – all. Special welcome to MP who has been unwell but still joined on MS Teams.

No conflicts declared against tonight's agenda items.

Minutes of October's meeting confirmed as a true record. See copy below



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Progress against actions from previous meeting:

1. **ES to get Autumn newsletters copies printed and displayed on reception and in the Information racks** – done. They went like hot cakes every time a batch was printed off. **Next newsletter, we will laminate a copy and keep it on reception, by the e-check-in, and upload onto the TV screen.** Also uploaded to website under “our practice” section **ASK: please move it to the banner on website front page.**
2. **ES to share FFT feedback at next PPG in December – add to agenda – ES has collated but not yet shared the comments and scores – will share with MH**
3. **ES ask receptionists to proactively hand out FFT to 10 patients/week** – done, hence there being copies to review above
4. **LD to meet KG once she has her feet under the table early in 2024 to transfer Facebook admin** – **not done, KG has left but Chloe has moved to this role so ES to liaise with Chloe and LD to set up meeting in January 2024**
5. **LD to add staff news and NHS App AccuRx non-clinical query messaging to next newsletter & FB and ES to website** – **not done, newsletter being drafted before Christmas.** There is a big banner near reception advertising the AccuRx messaging functionality. This is generating around 10 queries a day. Feedback has been positive.

PPG Terms of Reference update – role of Chair

ToR changes agreed at October meeting included recruiting to the Chair position:

- **Chair role:** ES advertised the role after the October PPG meeting. PM was the only candidate so has been appointed for another 3 years.
- **All PPG members have consented to have their personal details used to make contact for purposes of being informed about PPG matters.** ES emailed PPG members 11th October. PaMa and JB did not receive the email so ES to re-send to full PPG list to ensure receipt of consents from all. This will ensure ES can send the PPG meeting invites out e.g.

Practice update: ES

1. New website went live in November. ES trained to edit website. There is a PPG section which needs updating. PM and ES to meet in January to go through changes. MH asked if website can have a feedback section where patients can provide their thoughts on various aspects. ES says the Friends and Family Test is available to feedback on through various means including the website. ES offered to create a feedback form bespoke to the PPG's needs. MH and PM to liaise in January on suitable questions, using the upcoming Ipsos GP Survey as inspiration.
2. Phone message has been changed and now includes suggestion to use NHS App for non-clinical queries. Well received.
3. Phone system will change soon to a version that allows more call to be answered simultaneously rather than all queuing onto one line while other lines lie unused (we have 4 inbound lines!!). Will also include a callback function if lines are busy. MH and MP both relayed long delays when phoning in recently. PM's wife experienced a busy signal then the line went dead. MP suggested having an AGM in December 2024, and making patient experience of access a major theme. ES will pull off access data from the phone system and AccuRx online booking system in December 2023, and keep an ongoing log over 2024 so we can report back on progress at the AGM.
4. Appointment system has changed. New pre-bookable appointments are released every day now. Reception team no longer ask patients to call back later.
5. Reception team have been on triage training, and now ask routinely if the patient could see someone else if the problem doesn't need a doctor. Good feedback from MP who was asked the nature of his call to help direct him to the right person/service. Also positive tone and pleasant manner noted 😊.
6. Staffing: 2 receptionists have left, and Chloe is moving from reception into the Admin team to help ES.
7. New staff recruitment has gone well which will address some of the workload. Changes include:
 - Dr Andrew Brodie, new salaried GP, started in November to backfill Dr Derbyshire's reduced hours plus extra (as he's full time). Dr D retires in February 2024. AB is the only male staff member in a team of 25 once GD retires.
 - New Physician Associate Emma started in November, additional to Bryony. Going well. GPs rotate her mentoring.
 - New admin person, Chloe (former receptionist) is taking some work off ES including managing Facebook. **ACTION: LD to meet Chloe once she has her feet under the table early in 2024 to transfer Facebook admin.**
 - New medical secretary Marie Gordon started in November – more hours than her predecessor.

- New receptionist Helen started in Nov too. Plus three more have been recruited to replace Chloe and other two recently departed colleagues. Team of 6 part-time receptionists now in post. ES happy with the team, all are keen and positive.
- Clinical staffing now includes 8 GPs (of which 4 are salaried) who work 3.5 WTEs sessions; 4 nurses, a Healthcare Assistant, Phlebotomist, plus the PCN roles (2 Physician Associates, 1 Pharmacist, 1 Social Prescriber, 1 physiotherapist).
- 8. List size is around 9800 patients currently.
- 9. Training: Currently medical students but not GP registrars. There are 6 students doing their training at the practice at varying times of the year. Dr Peachy is a tutor. ES keen to have more trainees. Good for the practice, they do useful projects. Keen to get nurse students too.
- 10.** NHS App – AccuRx messaging up and running, around 10 messages/day being received about non-medical matters e.g. sick notes requests, test results, repeat prescriptions etc. These are picked up daily by the practice secretary. The NHS App pilot for non-urgent **medical** queries will commence in March 2024, following agreement across all Rushcliffe practices. Anecdotal feedback from LD and JM is very positive, quick responses received,

Digital Champions role

PM introduced this idea following several recent events:

1. involvement in supporting 1:1 patients NHS App training at the practice on 23rd November for around 25 people (run by Kai, Cassie and Jackie from the PCN), and
2. a session at RAPID in November when a patient from Burton Joyce (Bob Barrett) fed back on a successful series of events to engage more [older] people to take up online methods to interact with the practice.
3. NHS App messaging functionality now live (AccuRx) and same on the new practice website

Given the increased range of patient services that are available online, via the NHS App and practice website, AND the huge interest we've had when offering patients training (and great feedback), it seems opportune to continue to promote awareness to online services, and offer patients who are not confident, a chance to increase their digital skills.

Here is the slide set that Bob Barrett uses to run awareness sessions to the Ivy Medical Group patients. He does these sessions away from the practice, and targets groups who are likely to be digitally challenged e.g. Care Home residents. He runs them in conjunction with the Digital Inclusion Officer (for Rushcliffe, that is Cassie from now on) who can provide the 1:1 technical training.



Bob Barrett IMG PPG
App^N2 with PT (1).p

If you would be interested in becoming the Musters Medical Practice PPG Digital Champion, please get in touch with ES. Training can be provided via JM who works for Digital Notts who provide the funding and back-office support to Cassie etc.

MP uses You Tube videos to help with unfamiliar tasks, and asked if the practice could add videos to the website to guide patients through new and unfamiliar tasks such as online booking. ES already uses video clips for staff training, and new staff onboarding. So is keen on this idea. Digital Notts already have video clips of how to download and use the NHS App so **PM will liaise with JM to provide NHS App clips to ES to upload to the practice website.**

MH suggested adding these to the TV screens, ES agreed.

As time was tight, we will **discuss Digital Champion topic more at the next meeting.**

Comms update: LD

Facebook page – stats update. Engagement ranges from minimum of 30-40 views, to a high of 254 views for the message about using the NHS App to send messages to the practice. LD will add a message about Christmas/New Year opening times (and access to the Extended Hours appointments run by Rushcliffe PCN within Embankment Primary Care Centre).

ES/LD will arrange a meeting with Chloe in early January to hand over the FB site admin.

Newsletter – next one to be published early January (covering period to end March) so LD wants to have a draft before Christmas. Topics agreed are:

- Focus health campaigns – alcohol and obesity
- Main story – digital access for non-clinical queries including sick notes (hot topic)
- Staff changes including an **interview with Dr Andrew Brodie (LD to set up asap)**
- Receptionist role enhanced – signposting – expect to be asked the purpose of your call

LD and ES to liaise re Newsletter content specifics, and again once the draft is produced before Christmas.

Standing/Future items:

- Comms update including digital initiatives and patient questionnaire
- Practice update
- Invite new people e.g. Bryony and Emma to talk through their PA role
- Agree 2024 priorities to drive focus and prepare for 2024 AGM

December 2023 PPG meeting: ACTIONS SUMMARY

1. **ES:** Next newsletter - laminated and kept on reception, by the e-check-in, and upload onto the TV screen.
2. **ES:** please move website copy of newsletter to the banner on website front page.
3. **ES:** to share FFT feedback - comments and scores – with MH
4. **ES:** to re-send consent email to full PPG list to ensure receipt of consents from all
5. **ES** to pull off access data from the phone system and AccuRx online booking system in December 2023, and keep an ongoing log over 2024 so we can report back on progress at the AGM.
6. **LD/ES:** liaise re January Newsletter content specifics, and again once the draft is produced before Christmas.
7. **LD:** interview with Dr Andrew Brodie asap (**ES** to facilitate if any issues)
8. **LD** to meet Chloe in January 2024 to transfer Facebook admin.

9. **MH/PM** to liaise in January on suitable patient survey questions, using the upcoming Ipsos GP Survey as inspiration. Update at February PPG meeting
10. **PM/ES** to meet in January to go through website changes
11. **PM**: liaise with JM to provide NHS App clips to ES to upload to the practice website.
12. **ALL** If you would be interested in becoming the Musters Medical Practice PPG Digital Champion, please get in touch with ES and JM.