

Musters Medical Practice Patient Participation Group (PPG)

Meeting Minutes 13th February 2024

Next meeting 9th April 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), Louise Duffield (LD), David Bogod (DB)

Apologies: Jane Morris, John Burnett, Martin Hadley, Leanne Hennessy

Welcome and round of introductions – all. Special welcome to DB who has recently joined the PPG.

No conflicts declared against tonight's agenda items.

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



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Progress against actions from previous meeting:

1. **ES:** Next newsletter - laminated and kept on reception, by the e-check-in, and upload onto the TV screen. DONE but laminated copy went missing. Re-do laminated copy, stick to reception, and also provide paper copies to take away.
2. **ES:** please move website copy of newsletter to the banner on website front page. DONE
3. **ES:** to share FFT feedback - comments and scores – with MH/PM – showed spreadsheet that collates all FFT for NHS England. To share with MH/PM
4. **ES:** to re-send consent email to full PPG list to ensure receipt of consents from all DONE but needs to re-send to ask permission for details to be used by PM
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. NOT DONE but to be pulled off in November 2024 before AGM
6. **LD/ES:** liaise re January Newsletter content specifics, and again once the draft is produced before Christmas. DONE
7. **LD:** interview with Dr Andrew Brodie asap (**ES** to facilitate if any issues) DONE
8. **LD** to meet Chloe in January 2024 to transfer Facebook admin. NOT DONE **LD** to meet new admin Charlene early March
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 **NOT DONE MH/PM** to discuss in March once FFT data sent through by ES
10. **PM/ES** to meet in January to go through website changes **DONE** but **ES** to action changes to PPG members names and upload ToR and minutes of PPG meetings

11. **PM: liaise with JM to provide NHS App clips to ES to upload to the practice website.**
DONE ES liaised with Cassie Leathen, and at Feb PPG reviewed resources on Digital Notts website which are suitable for adding to the Musters website – ES to add
12. **ALL If you would be interested in becoming the Musters Medical Practice PPG Digital Champion, please get in touch with ES and JM.** DONE: PM, DB and SR agreed to discuss with Cassie Leathen, ES to set up a meeting for all

Practice update: ES

1. Friends and Family Test (FFT): everyone gets a FFT form by text following an appointment. Gradually more are being completed. Nearly 400 in December. Almost all are positive in terms of the clinical care. Some complaints received which are related to the experience of getting an appointment. The issue of new receptionists taking longer to process calls has been noted and training provided to help speed this up. Paper and online FFT results are combined into a monthly data feed to NHS England.
ACTION ES to share FFT spreadsheet with PM & MH to understand key issues raised and to help construct a patient questionnaire. Staff who get a specific mention are given the [positive] feedback by ES. This is very well received and can add to their annual appraisal portfolio.
2. Phone system changed in January, now allows more calls to be answered simultaneously and increased the total queue size to a maximum 25 slots per line (we have 4 inbound lines plus an emergency number for ambulance/111 use only). 4 receptionists are on shift at any one time during peak hours.
3. Staffing: Medical secretary has left and been replaced by Karen Massey.
Admin: Chloe has left and Charlene has been recruited into the Admin team to help ES. Starts mid February.
ACTION: Charlene/LD to meet early March re: point of contact for FaceBook etc.
 - Dr Andrew Brodie, new full time salaried GP, started in November and is settling in well.
 - Dr Derbyshire retired 8th February 2024. His last day coincided with Protected Learning Time so all staff attended a leaving presentation. Dr Nicola Turner did a speech to celebrate Gavin's time as a Partner at MMP. GD expressed his confidence in the future of the practice with the new leadership team in place.
 - **ACTION: ES to share photos with LD to create a FB post and add into Spring newsletter.**
4. ES used PLT session to create a new vision for the practice, given recent changes. PPG will be invited to give their ideas.
ACTION: ED to send email to PPG inviting their views on the Practice vision. Aim to have this ready by April 9th PPG meeting
5. PLT scenario based staff training on handling inbound calls was useful. Sarah, reception manager, is shadowing other reception teams at Castle and a couple of other practices in Rushcliffe to share best practice. All mandatory training is up to date.
6. Pharmacy First – 7 new services went live 31st January that Community Pharmacy can provide patients without GP involvement, including antibiotic prescribing for simple infections. [NHS England » Launch of NHS Pharmacy First advanced service](#) Patients can go directly to a pharmacy or if they contact the practice, receptionists can direct

them to attend Pharmacy first for relevant problems. Currently reception have been asked to hold fire on this until the IT systems between pharmacy and GP are working properly as extra work is being created with Pharmacists emailing over information when other problems arise that are outside the Pharmacy First remit. In the longer term, this initiative is welcomed. MMP will build relationships with several local pharmacies who are participating in this scheme (not all pharmacies are involved). More info to follow at April's PPG....

7. Digital Access: NHS App/website – 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/reception team and responded to on the same day. Anecdotal feedback from LD & PM is very positive, quick responses received.

The NHS App pilot for non-urgent **medical** queries will commence in March or April 2024, following agreement across all Rushcliffe practices.

From May, the NHS App or SystmOnline messages will be the preferred method of ordering repeat prescriptions so between now and then, reception team will be alerting anyone using the phone or email that this will change. For those unable to use online methods, the existing methods will still be available. E.g. for annual reviews, patients are contacted initially by text message, if no response, by phone, then if no response, by letter.

ACTION: LD to add this to Spring newsletter and ES to provide Cassie's monthly 'get online' drop-in clinics dates

ACTION: ES to encourage reception to check preferred method of contact every time a patient engages with the practice And to put notices in reception and on the TV about updating contact details.

8. Website: ES getting familiar with and has added a new section. Will create a PPG section tile on the home page. Will update PPG members' names, add Terms of Reference, and back copies of minutes.

ACTION: ES to ask Cassie if its possible for PM to add content to PPG section so ES can delegate

ACTION: PPG to review website and offer feedback to ES

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 2023 for around 25 people (run by Kai, Cassie and Jackie from the PCN)
2. a session at RAPID in November 2023 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/website messaging functionality now live (AccuRx) and becoming default for repeat prescription ordering
4. Soon to be able to book non urgent medical appointments via the NHS App/website
5. Cassie Leathen (Rushcliffe's Digital Helper) offering to do monthly drop-in sessions to help MMP patients get online starting April 2024

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 promote awareness to online services, and offer patients who are not confident, a chance to increase their digital skills. SR, PM and DB agreed to help Cassie on the days she holds her drop in clinics, and to think about other ideas to promote access to the practice through the digital route, and increase confidence in digital for the digitally excluded or less confident.

ACTION: ES to ask Cassie Leathen to meet with PM, DB and SR to see what support she needs from PPG to champion increased access to practice services digitally.

Comms update: LD

Facebook – quite active over January, LD regularly sharing content from NHS England site, >200 views in the month. >145 views alone for the message about the upgraded NHS App.

ACTION: ES/LD will arrange a meeting with Charlene in early March to hand over the FB site admin.

ACTION: ES to share photos from Gavin's retirement for LD to post on FB

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

- Focus health campaigns – from Rushcliffehealth.org calendar
- Main story – repeat prescription ordering moving to NHS App/website as 1st choice
- Staff changes including a piece on Dr Derbyshire's retirement
- Feedback from the FFT including an update on the phone system and messaging options by NHS App/website

ACTION: LD and ES to liaise re Newsletter content specifics before end March.

Future of Health in Rushcliffe patient event: PM

This is taking place on 27th June, 2-6pm, at Cotgrave Welfare.

All are welcome. It should be a great event, a chance to find out about current and future services, and meet 30+ local services in the Market Place session. Lots of discussions and an opportunity to get your questions answered.

Sign up on Eventbrite using this link <https://www.eventbrite.co.uk/e/future-of-health-in-rushcliffe-tickets-829175414987?aff=oddtcreator>

Agenda below:



FOHIR 2024 event
programme website \

Standing/Future items:

- Practice update
- Comms update including digital initiatives and patient questionnaire
- **ACTION: ES to invite Elena to talk through her PA role on 9th April**

Summary of actions:

Emma:

- ES to invite Elena to talk PPG through her PA role on 9th April
- ES to share photos from Gavin's retirement for LD to post on FB
- ES to ask Cassie Leathen to meet with PM, DB and SR to see what support she needs from PPG to champion increased access to practice services digitally.
- ES to provide Cassie's monthly 'get online' drop-in clinics dates to LD, PM, SR and DB
- ES to ask Cassie if its possible for PM to add content to PPG section so ES can delegate
- ES to encourage reception to check preferred method of contact every time a patient engages with the practice and to put notices in reception and on the TV about updating contact details.
- ES to share FFT spreadsheet with PM & MH to understand key issues raised and to help construct a patient questionnaire.
- ES to send email to PPG inviting their views on the Practice vision
- ES to action changes to Practice website PPG section re: members names, upload ToR and minutes of PPG meetings
- ES to add "how to" NHS App resources from Digital Notts website to the Musters website
- ES: Re-do laminated newsletter copy, stick to reception, and also provide paper copies to take away.
- ES: to re-send GDPR request to PPG members ask permission for details to be used by PM
- ES to liaise with Charlene re handing over the FB site admin from LD.

Louise

- LD and ES to liaise re Newsletter content specifics before end March.
- LD to add photos from Gavin's retirement to Spring newsletter
- LD to arrange a meeting with Charlene in early March to hand over the FB site admin.

Paul/Martin/David/Soraya

- MH/PM to discuss in March patient questionnaire once FFT data sent through by ES
- PM, DB and SR agreed to discuss Digital Champion support with Cassie Leathen

Everyone

- PPG to review Practice website and offer feedback to ES by end of February 2024