

Musters Medical Practice Patient Participation Group (PPG)

June Meeting minutes

4th June 2024 5pm-6.30pm face to face meeting

Attendees: Paul Midgley (PM), Louise Duffield (LD), (DB), Soraya Radjabi (SR), Paula Maling (PaMa), Emma Strzelec (ES), Martin Hedley (MH). Wanda Martin (WM) Guest: Leanne Hennessey (LH)

Welcome & introductions

Apologies for absence

David Bogod, John Burnett, Claire Daniels and Jane Morris

Mike Prior

PM was informed that Mike was admitted to a care home a month ago and died peacefully on 7th June. Everyone who knew Mike will be saddened to receive this news. Mike was a Musters PPG member for around 10 years and brought great insight, an analytical approach and a strong user voice to all our work. Mike, you will be sadly missed. May you rest in peace. Funeral arrangements will be shared once known.

Declaration of any conflicts of interest - none

Review minutes of April's meeting – minutes accepted as accurate. **ES to upload to website**

Summary of progress against April's action points: (red = outstanding/carried over)

- **ES to provide Cassie's monthly 'get online' drop-in clinics dates** – did so and PM supported 11th April – 12 people benefitted
- **ES to ask Cassie if its possible for PM to add content to PPG page of Practice website so ES can delegate to PM** – not possible as CL has left
- **ES/Partners Health - practice TV screen to have information about the PA role to increase patient awareness – awaiting BMA guidance on PA role use**
- **ES to upload ToR & minutes meetings to practice website PPG page** - done
- **ES: provide laminated Spring newsletter copy, stick to reception, and also provide paper copies to take away – done but needs redoing as gone missing**
- **ES to liaise with Charlene re handing over the FB site admin from LD** - done
- **LD to arrange a meeting with Charlene to explain the easiest way to transfer FB admin** – ES has passed on that info
- **ES - request made to re-institute the news banner to allow hot news to be obvious** not possible with the current design/supplier
- **ES – ensure patients get a standard narrative from reception when being booked in with a PA** - done
- **LD - Summer newsletter to include an article with Bryony and Elena about PA role.**
- **ES to invite LT to 4th June PPG meeting or if not available to get a written summary paper of the clinical and patient benefits of Musters being a research practice** – not deemed necessary, verbal update given
- **ES to share FFT spreadsheet with PM & MH** done (and April/May latest also sent)

- **MH/PM to create a patient questionnaire**– draft produced by MH
- **PM to send over last few sets of PPG meeting minutes redacted as necessary done**
- **PM, DB, SR to discuss Digital Champion support – not possible as CL has left**

Practice update – ES

- ES has been at the practice for nearly a year now. Reflections – hard work but getting there. Lots of staffing changes, plus process changes, so making progress can take longer than expected. But new staff are on board with the project, and GPs are really supportive too. Largely the changes made have been well received by staff and patients. Achievement: got more funding through better coding of work done; Better online options for patients to engage with the practice including admin and medical appointments; Dr Brodie has been a good appointment; Staff development has been a focus and some staff have expanded their roles e.g. receptionist now also does phlebotomy (staff survey has revealed development ambitions); Quarterly Practice Development meetings continue to be well attended and help create the team ethos (and the Practice Values will be revised at the next QPDM)
- Phone system – from July expect to have new high tech system that can do much more than current system, including offering a call back if patient doesn't want to queue
- More appointments are being provided now than ever before; 60% are held on the phone, 40% in person
- Staff: Dr Hall leaves to move to Denmark end July, recruitment underway, hoping to have a handover period.
- Val Highfield, senior nurse practitioner, retires end July. Everyone wishes Val well after a long and happy time at Musters. Interviews are underway to replace her.
- Receptionist team still needs more capacity and additional recruitment may be required
- Medical secretary role also being recruited to as Celia is leaving
- New admin recruits are bedding in well and really helping ES manage workload
- QPDM: **ACTION ES: QPDM PPG members invite to be re-kindled as has waned. Will help wider staff and GPs get to know PPG and identify possible role that PPG can take to support practice further**

Social Prescribing Update – Leanne Hennessy (LH)

- Events – drop in events on 17th July/17th September events at Gamston Community Hall – meet local services helping tackle social isolation and mental distress – chat, hear presentations, visit stalls, meet the Social Prescribing team
- Community Café at St Pauls also holds regular drop in sessions with good attendance
- A range of Friendship events are held across West Bridgford e.g. walking – details can be found at [d7b28d_deb8b32c63f541cea28e10ce84bb2dc7.pdf \(rushcliffehealth.org\)](#)
- Young person's Monday friendship group successfully set up – now self-sustaining
- Advertise groups online e.g. (www.ruscliffehealth.org), via leaflets and have Jackie Kendrick as team coordinator plus team leader Morgan Sharpe/wider team are very active on Facebook and other social media and well connected into Rushcliffe Borough Council's comms team to get wide reach
- LH considers Musters GPs are progressive in their use of the Social Prescribing team and cannot think about any additional support she needs from MMP. Current caseload or around 50 people is slightly down on her peak but at a good level

- Initial referrals must come from the practice but prior users can self-refer back in

PPG Patient Questionnaire – MH/all

- MH: Draft questionnaire crafted from looking at a variety of other PPG questionnaires
- Review of Friends and Family Test (FFT) feedback may help target specific areas to gather more data on areas of concern – PM had looked at FFT and problems with phone access/appointment system/lack of appointments are main areas raised, mostly very positive about Drs and nurses. Suggested focus on key issues for improvement
- Overall, 57% of FFT comments were expressing complete satisfaction with the service. Of the remaining 43%, many were happy with the clinical care received, but raised other points to address including: 9% phone issues; 9% appointment system issues; 5% availability to see someone in timely fashion; 3% overrunning doctor; 2% poor communication; 1% each for poor online access, waiting room issues, admin processes and receptionist issues (n=683/1683 FFT returns July 2023-March 2024)
- FFT comments have shown some improvement in phone accessibility in 2024 with more morning receptionist capacity and phone system working better to distribute callers equally to all available lines – but anecdotal feedback from various PPG members still identified long waiting times to get through on the phone, even more frustrating if you get through eventually then get told all appointments have gone and call back tomorrow
- FFT data from April and May 2024 again showed some improvement but same key themes came through requiring improvement (see below)



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- Repeat prescriptions going fully online will also help reduce phone demand
- Many patients using phones at peak times are not trying to book an appointment so the need is to provide other ways for these people to get their needs met **ACTION LD add to next newsletter what can be done online via website and NHS App**
- 8-10am is the busiest time and ideally phones at this time only for people making appointments
- Feedback on draft questionnaire from Claire Daniels: Add a question about when was your last appointment?; Was a suitable appointment available that met your needs? If not why?; Have you used the extended hours service (6-8pm or weekends)? If so what was your experience?; Do you have any suggestions to improve the service you receive from the Practice?
- Suggestions to amend draft survey:
 - Focus on access, appointments and communication with practice including by phone and website
 - Reduce or remove the section asking about experience of the consultation itself (as the FFT says high satisfaction, and national GP survey asks these questions too)
 - If keeping this in, ask a generic question about experience of Dr/Nurse/Physician Associate/Pharmacist/Social Prescriber/other (specify)

- Review latest FFT data to ensure we're using up to date feedback
- see draft copy here



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- Data collection: use a combination of methods including PPG handing out in the practice, copies on reception, on Facebook, on Practice website, alerts on the Practice TV screen.
- Define timeframe e.g. 3 months.
- Timing: Wait for new phone system to bed in before sending out questionnaire e.g. in Autumn 2024

Future of Health patient event 27th June 2-4pm Cotgrave Club

- A few spaces remain so PPG encouraged to ask around and book asap.
- 100 local residents will attend alongside speakers and >30 local health and care service providers and charities so there will be lots to learn and bring back ideas to MMP PPG by attending.
- Last few tickets remain so book here ASAP [Future of Health in Rushcliffe Tickets, Thu 27 Jun 2024 at 14:00 | Eventbrite](#)

Communications update – LD

- Summer Newsletter to be published in July so will need topics from ES to create draft. Will cover Dr Hall and Val Highfield leaving, Social Prescribing update, changes to Phone system, triage potentially. **ACTION LD and ES to liaise re Summer newsletter**

August agenda items

Focus topic: Patient Survey

Refining the questionnaire based on Friends and Family Test feedback and gaps in knowledge about how patients perceive aspects of the service (draft questionnaire attached above)

All – discuss Practice Vision work arising from QPDM.

Any Other Business

LD: PPG members need some sort of identification when carrying out official duties **ACTION ES to provide lanyards with Patient Participation Group badges**

Agreed actions and close 6.30 – actions captured in the summary starting on page 1 and highlighted in red thereafter. Summary of actions will be emailed along with Minutes to PPG members.

Next meeting 6th August

Blended meeting both in person and on Google Meet f required – **ACTION if attending virtually please let Paul know in advance**