

Thornbury Road Centre for Health PPG Meeting, Tuesday 26th September 2023

Subject	Comments	Action
Present	Practice: Dr R Loomba (GP partner), M Power (Practice Manager) PPG: CH (Chair), PE (minute taker), AA, PC, DR, JR, MR, BS	
Apologies	AD, BF	
Patient Survey	<p>120 patients from our practice responded to the annual IPSOS MORI GP PATIENT survey conducted between January and March 2023. BS observed that the response rate was over 25%, which is very high for any survey, however with a patient complement of c 9,000, the overall response rate was less than 2%. [The survey was sent to 411 patients in our practice].</p> <p>MP said there would be further opportunities for wider surveys, important as Thornbury Road practice does not compare favourably with similarly sized practices on some indicators.</p> <p>The national average satisfaction with phone appointments is 50%; Thornbury Road has improved from 28% satisfaction at last survey to 42%.</p> <p>After every appointment, the practice requests feedback and shares all feedback with staff. Responses are anonymised.</p> <p>Patient satisfaction tends to improve if access is facilitated.</p> <p>MP stated that all current and future receptionists would receive annual customer service training, including clear messaging on available appointment times. MP to send request for feedback on questions for new survey to BS.</p> <p>MP spoke about difficulty in communicating between practice and patients.</p> <p>BS suggested the question: Do you have access to NHS App and do you use it?</p> <p>JR said that patients would generally be amenable to attend whenever an appointment was available.</p>	MP
Appointments	<p>Anona asked about ease of finding appointments for Flu or Covid vaccinations. MP to follow up.</p> <p>PC looked at appointments page. Felt like information overload.</p> <p>RL commented on the change of demographic for receipt of automatic Flu/Covid information. MP to take feedback on any specific questions.</p>	MP
New Appointment System	<p>MP: Audit for daily calls requesting an appointment is 50 appointments on Mondays, 40-45 on Tuesdays through Fridays to be retained. Remaining appointments split into NHS111, booking in directly, follow up slots, annual reviews, annual care plans and mental health reviews. For week commencing 18th September and Monday 25th/Tuesday 26th September, every patient requesting a same day appointment received one. On the day and routine appointments are released at 08:30 and there has been a positive response to the new system from practice colleagues.</p> <p>JR commented on the frustrations of trying to use the online booking system; with either option, +7 days for routine appointments, +3 days for urgent appointments – neither link connects you to the system. Once you get through, the service is really good but frustration in attempting to get through is not fun. MP to look at this and the wording on the practice website.</p> <p>It was agreed that important messages need to be disseminated simply.</p> <p>RL stated there would be an in-house practice survey in the next few months and that 40-50% of patients now have direct access to the NHS App.</p> <p>BS acknowledged that, moving forward, we should expect improved results from the new appointment system.</p>	MP

Prescriptions	<p>PC asked why prescription renewals were no longer being updated automatically but done manually.</p> <p>RL responded that it would most likely be either the physician had omitted to add the prescription to repeat cycle or that the six monthly review was due.</p> <p>MP added that clinical guidance recommends six monthly reviews for all repeat prescriptions.</p>	
Patient Numbers	<p>PC asked whether there was any data on the number of patients using the practice in any given month?</p> <p>MP responded that August 2023 demonstrated high usage with 3,100 appointments.</p>	
Practice Staffing Update	<p>CH commented on the increasing waiting times for HCA appointments. MP replied that a recently appointed nurse had pulled out but the position had been readvertised and there was a locum in place. HCA appointments were matching demand but there was a current lack of nursing appointments.</p>	
Joint Vaccinations	<p>Anona asked why some patients were being offered joint vaccines and others just one or the other?</p> <p>MP responded that invitations were extended to all eligible patients but chose only to have one vaccination.</p> <p>DR mentioned that he booked his flu vaccination first but then the system would not permit him to book an appointment for his Covid vaccination; he had to use the NHS website. MP explained that the practice had cleared a number of hours for vaccinations and were planning on creating additional provision as required.</p> <p>BS mentioned that she had received a text message reminder for Flu Vaccination. She didn't receive a separate text for Covid vaccination and so booked via the NHS App. She stated that patients who had received their flu jab may not be aware that they would not receive further texts for the Covid jab.</p> <p>MP explained that with the advent of regular Saturday surgeries at both Spring Grove and Thornbury Road, additional vaccination clinics can only operate on alternate Sundays.</p> <p>DR asked why the surgery and NHS App were not linked up for vaccination appointments.</p>	
Pharmacy Minor Ailment Schemes	<p>CH asked whether pharmacies in our area had signed up to the Pharmacy Minor Ailment Scheme.</p> <p>MP replied that the system hasn't worked for a variety of reasons. A member of practice staff has now contacted local pharmacies to discuss engagement. Only two pharmacies have responded and they can only give over the counter medication.</p> <p>RL added that the scheme could also be counterproductive as pharmacies often referred individuals back to the practice.</p> <p>MP mentioned that the scheme was unlikely to continue as pharmacies were not able to check their inboxes with sufficient frequency.</p>	
Attendance	<p>PC asked about the number of DNAs at the practice and whether it might be feasible to create a function that allows patients to respond to appointment reminders with a binary Yes/No.</p> <p>MP said this option was not feasible at the moment but could possibly be implemented in the future.</p>	
BP Monitoring Protocol	<p>PE asked why it was necessary for the practice to issue a BP monitor for a week when 48 hours would seem sufficient time to take a mean reading.</p> <p>MP explained that the week loan was for specific monitoring and that there had been a communication hiatus. For individual readings, individuals would need to either purchase a monitor, visit a pharmacist or make a HCA appointment.</p>	

Drug Review Action Plan	AA gave positive feedback on the drug review action plan and asked whether it might be possible to put this and other positive feedback onto the NHS Choices website.	
Self-testing prompts	DR asked whether it would be possible for the practice to check their blood pressure prompt system as he had not been receiving morning reminders. MP to look into this.	MP
AOB	None	
Date of next meeting	Tuesday 12 th December, 2pm.	