



## **FRIENDS OF LISTER – Patient Group Meeting MINUTES**

**17<sup>th</sup> October 2022 – 3pm-4pm**

**Lister Medical Centre – Board Room**

### **Attendees:**

Deirdre MacDonald  
Jacquay Berry  
Jean Paffett  
Kathleen Perry

### **Apologies**

Lin Merrell  
John Frazer  
Marie-Luise Heinecke

KC – Lister (Practice Manager)

#### **ITEM FOR DISCUSSION**

##### **1. Welcome and apologies**

KC welcomed our Friends to the group and noted apologies.

##### **2. Feedback from the ICB re CQC rating / assurance visit**

KC updated the group on the current status in relation to the CQC rating and the assurances being sought from the ICB. These were summarised from the recent meeting held with ICB as follows:

##### **Positives:**

- Demo of call and recall process (IT solution) - management of alerts and NICE guidance
- Staff enthusiasm - despite pressures. Helpful and co-operative.
- Flu clinics were done with innovation in mind - doing ad hoc consultations / opportunistic matters
- Secretarial processes were good - good systems and planned leave to cover the service
- Partners had put in considerable investment, external consultants, additional GP sessions, agency nurses and recruitment
- Clinical governance, big improvement in processes. Meetings are taken place with standard agenda items
- Audit programme had started

##### **Areas to improve**

- Processing of incoming correspondence/documentation
- Non urgent backlog to be looked at in scanning / coding.
- Cervical cytology (smear tests) - ensuring patients at risk were prioritised
- Access (phones) - programme of QI work with the help of the ICB, digital facilitator, Accelerate programme
- Write processes up so everybody knows what is happening - TeamNet

KC said that she will keep the group updated. We are expecting to be reinspected by the CQC sometime from November onwards but are not aware of the specific date. The ICB will be revisiting at the end of November also.

The practice is working very hard to improve and the feedback from the ICB has been encouraging.

##### **3. PPG Steering Group**

KC had been involved in a steering group discussing the future of Patient Groups and shared some feedback from her recent meeting. The pilot scheme was now moving forward to the next stage

and KC had printed out a summary report from the Herts and West Essex PPG project and shared this with attendees.

KC also shared some information on upcoming workshops which patients can attend if they are interested. These will help to shape the future of PPGs going forward. It was noted that patient groups can vary greatly from practice to practice, some with lots of community involvement, some with fund-raising and some wishing to support within the practice in a practical sense.

#### **4. Surveys sent out by text**

KC advised that our IT consultant had sent a batch of approximately 3000 text messages out to patients. Some patients had been concerned that these were bogus so clarification was sought and fed back via Marie-Luise for sharing on the Next Door app.

Suggestion from a member that these could be sent only to patients who had a recent appointment (she had received a survey but hadn't been to the GP for a long time). This had already been picked up in-house and the plan is to send text surveys to patients within 3 months of having an appointment.

Another point was that the survey asked to review the response via phone but the patient in question comes to the practice and doesn't use the phone. The survey should incorporate this.

#### **5. Dementia Friendly Practice**

KC said that the PCN (Harlow South) were working towards all 3 practices becoming dementia friendly. This is around changing signage, using different colours, removing black mats or choosing different colours, large analogue clocks etc. The group said that this was very encouraging and supported this.

#### **6. AOB**

A patient queried how long on average would it be to secure an appointment with own GP. KC advised this should be 3 weeks, but we would monitor this. Any feedback from patients going forward would be very helpful.

A patient queried whether online booking slots would be available on the system. KC will look into this as there had been a recent issue with the NHS111 slots dropping off. These were found to be helpful so patients would like to see these being restored.

**Date of next meeting:** Monday, 14<sup>th</sup> November 2022 at 3pm.