

## Patient Participation Group

### Minutes from the patient group meeting 3<sup>rd</sup> August 2020

|                 |                       |
|-----------------|-----------------------|
| Dr Dutta        | Bharti Koteche (lead) |
| Chandrima Dutta | Agnello Desouza       |
| Juleen Stewart  | Raj Sood              |

The above members have been invited to offer their feedback regarding this year's patient survey. Their findings are included in this report, as collected by the patient lead.

### Where patient experience is best

75% of respondents usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 47% National average: 45%

91% of respondents were satisfied with the type of appointment they were offered

Local (CCG) average: 73% National average: 73%

82% of respondents are satisfied with the general practice appointment times available

Local (CCG) average: 66% National average: 63%

### Patient group feedback regarding above PT survey comment

The group acknowledged in a positive manner how the surgery has adapted since the onset of the pandemic. The surgery has introduced a telephone triage service where patients are in the 1<sup>st</sup> instance served via video or telephone consultation. Equally, there have been face to face consultations with clinicians where appropriate. Overall, the surgery has managed to provide patients the same levels of service, or better, albeit with a difference. Patient satisfaction has remained positive and they have also played their part in adapting and supporting the practice during this period.

### Where patient experience could improve

65% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 76% National average: 77%

79% of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 85% National average: 85%

87% of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average: 93% National average: 93%

## Patient Participation Group

### Patient group feedback / actions regarding areas to improve

- The Practice is using additional resources as provided by the PCN eg supported by social prescriber, pharmacy and physio. This has worked well and has helped the practice increase capacity ie offering more services for the patient population. This is an area the practice will continue to monitor and develop further.
- The practice intends to put greater focus and resource into managing and support mental health patients by using the PCN resources as noted above.
- By using the PCN resource this should facilitate a greater level of involvement for the patient population so there needs can be thoroughly addressed.

### Covid 19 Observations / Update

It is worth mentioning the practice has undertaken unrepresented changes since March 2020. As a consequence, the patients group discussed the operational changes in what has been an intense period of change for patients, clinicians and the administration team.

- In order to manage our patient population remotely the practice has tasted difference methods to obtain data by using new medical software and platforms. Although this has been new way of working, both patient and the admin team are adapting and learning to manage information differently ie educating patients in terms of managing technology and the admin team re data capture and coding. This is another example of how the practice is trying to work differently to support patient without face to face consultations.
- Furture Planning: The practice is planning a number of new initiatives to help support and safeguarding patients over the winter months. A good example of this, is locating the Flu vaccination sessions outside the practice \*in front of the building. In short, the plan is to provide a safe environment for vaccinations to be administered. It is hoped this will encourage the patient population to visit surgery to obtain their treatment safely and with confidence.

In conclusion, this report captures patient feedback relating to both the Patient Survey and the current working arrangements. Overall patients' comments have been supportive of the practices actions and decisions as it continues to adapt and find new ways of working.

Next meeting April 2021