

**Minutes of Wetmore Road Surgery  
Patient Participation Group Meeting  
Virtual Meeting via Zoom  
Wednesday 24<sup>th</sup> January 2024**

**Present: Patients x9**      Ian N (chair), Sarah C (secretary), Rob M, Bernard P, Caroline H, Mike P, Graham L, Ian R, Graham F

**Practice Staff x2**      Amy Carter, Dr Turfrey

**Apologies:**              Gill R, Beryl W, Rob P

| <b><u>Agenda Items</u></b>   | <b><u>Action</u></b> |
|--|----------------------|
| <p>SC hosted the meeting. IN chaired the meeting.</p> <p><b>Practice Update</b><br/>           This had been emailed out prior to the meeting.<br/>           Net increase of 26 patients. There have been far more joining the practice and so there must also be a significant number leaving. The team that look after registrations have been very busy.</p> <p>As the practice update had been emailed out in advance of the meeting and everyone had read it the opportunity was given to ask questions.</p> <p>More details were requested around the delays to the roll out of the new telephone system. AC explained that it was due to technical issues between the IT company chosen by the ICB and the provider of the software. It is hoped that a resolution was found last week and progress can now be made. It is hoped the ICB will now be able to sign off the technical compliance. The practice are ready to go. The delays have caused difficulties in providing data around appointment access which has been requested by the PCN.</p> <p>The practice update went through staff changes and the turnover of staff was questioned and whether there is a pattern of reasons for the lack of stability. AC talked through the ongoing recruitment challenges. There is a lack of applicants to start with and of those who do put in an application it isn't necessarily a job they really want. This was illustrated last week when 10 candidates were invited for interview for a range of jobs. Of these only 5 turned up. Retention is also a challenge when the rates of pay are not competitive and the job is maybe not as they expected. Of those interviewed last week, those who may be offered employment are going to be invited to shadow a member of staff to give them an opportunity to decide whether the role is a job they would like. Each time a member of staff leaves there is a significant time lag before the post is filled because of the time it takes to advertise, shortlist, interview and then do pre-employment checks. This has a real impact on the workload of remaining members of staff. If someone resigns while they are still in their probation period there is no notice period they need to work so it puts the team back to square one and is very time consuming.</p> <p>It was asked whether there are any contributory factors (such as abusive patients) that are adding to the problems and which the PPG could help address. AC felt that while there will always be patients who are abusive the better access to services has stabilised or reduced the levels of aggravation. However, when there are issues there is a process to follow which means an isolated incident doesn't result in a patient being removed from the practice list.</p> |                      |

A question was raised as to whether the changes in Practice Manager personnel would lead to new goals being set or changes in how things are run. AC felt these would be minimal. Any changes need to be made corporately but as she and RP have worked together for so long and RP was involved in her training when she worked elsewhere (before joining Wetmore Rd) much of his way of working is embedded in her way of working. While AC will be taking on different responsibilities she and RP have shared the work and she is very familiar with the role.

IN asked for it to be minuted the PPG's thanks to RP for his work to support patients, staff and the PPG and to wish him the best for the future.

The Friends and Family feedback wasn't collated and ready to share, AC will forward this in due course.

**AC**

### **Website**

The practice has recently changed their website in line with the NHS desire to bring consistency to GP practice websites. In advance of the meeting the PPG had been asked to look through the website, to see if they could find some specific pieces of information (eg how to make an appointment, how to register as a new patient) and to give more general feedback.

The website was viewed by screen share to enable everyone to view the points being raised.

- It was queried what the difference is between a "routine appointment" that can be booked in advance and a "pre-bookable appointment". AC will get this amended as there isn't anything and also remove the reference to email appointments as these aren't an option.
- It was clarified that this is a website rather than an app and acknowledged it would be viewed differently depending on whether it is accessed through a computer or via a mobile phone.
- It was suggested that interchanging references to Patient Access and EMIS Patient Access could lead to confusion and it would be preferable to use consistent terminology. It was also suggested that putting the Patient Access logo alongside references to it would help patients identify the appropriate app.
- It was questioned why the website has a .co.uk domain name rather than an nhs.net domain name as some other practices have. AC responded that this has been the website address from the beginning and no reason to change it.
- A discussion was had around the online consult page – what it is and what happens if you send a message via the link. AC explained that the health advice on the page is intended to signpost patients to self care or the appropriate service to seek help. Messages that are sent are reviewed by a clinician (mainly the Physician's Associate but could be ANP or a doctor) within 48 hours and a response sent. It is not intended to be a short cut to getting an appointment. However, if an appointment is appropriate it does enable advance planning by allowing a clinician to request appropriate tests eg blood test, to be organised in advance of an appointment and therefore use the time more efficiently. Currently it isn't well used. It was questioned whether the same information would be obtained by googling the illness and whether patients would be inclined to check the website to find the answers they are looking for? Concerns were raised as to whether patients may think this is AI and

they are messaging a chatbot rather than a named clinician? This and associated GDPR concerns could deter patients from using it. One member reported having used the service and being satisfied with the outcome. A question was asked as to how the system knows the person using it is a registered patient at Wetmore Rd? AC reported that they have never had a contact come through from someone who wasn't registered with the practice and on testing it there is a tick box to confirm you are going through to Wetmore Rd. The service is part of an NHS nationwide initiative to offer a wider range of ways to access medical support and E-Consult is just one company who maybe commissioned to provide this; a different provider could be used in the future.

- On the page about prescriptions is referred to a repeat prescription form. AC explained that this are available from reception and it was asked for this to be edited to mention that. There was also a question around the length of time to wait for a prescription. The website says 2 days but the local pharmacy is advising patients that it is 2 days for the GP to issue and a further 2 days to dispense. It was reported that the practice had been informed of this policy and supported it – the feeling was this wasn't as described. Aside from the website there was also a question about how a pharmacy communicates with a patient if a medication that has been prescribed is unavailable. In the incident related the patient hadn't been informed the medication was discontinued, the prescription had just been put aside on a pile of requests that couldn't be fulfilled. IN offered to raise this with the pharmacy referred to.
- Similarly, the page about sick notes refers to a sick note form; Wetmore Rd don't use such a document and so this needs removing.
- There are 2 different pages called "Health Information" which is confusing. On the one the hyperlinks to "Health A-Z" and "Medicines A-Z" are not working. AC will report this.
- There are 2 test results pages depending which link you use and one of them needs some practice specific information adding where the [] are.
- There is no mention of the PPG. This was very much in evidence on the previous website. AC thought this should have copied across and will investigate.
- The newsletter is dated Dec 23 in the hyperlink when in fact it was from Spring 23. The date seems to reflect the date it was uploaded not the date it was written. AC noted that there should be more than one practice newsletter available to read.
- It was queried whether in the Out of Hours advice there should be reference to the Walk in clinics at Lichfield. AC agreed to check whether these are "walk in" or whether patients need to be referred by 111 before reviewing whether it should be an option on the website.
- The "Meet the Team" bios are out of date and it was also suggested that other clinical staff could have more information eg which of the nurses is the diabetic nurse/asthma nurse/learning disability nurse etc
- It was asked whether there should be advice about Annual reviews on the website?
- The website does not mention the Facebook page. This was felt to be an oversight to be corrected. It was checked and the Facebook page does include a link to the website.
- It was asked whether there is any way to measure the number of hits on the website to know whether it is regularly viewed?
- One member had followed a series of links on the website to test out where it went, and ended up on an external page with inadvisable adverts. The details were sent on to AC to check out.

IN

On a wider internet issue it was raised that if you Google “Wetmore Road Surgery” it has a lower review rating than the Friends and Family test would suggest is the level of patient satisfaction, and also some of the comments are very negative. Noone present was aware of whether there is a right to reply to Google reviews and no one has been monitoring these. The understanding is that anyone can leave these reviews without being a registered patient or having had any contact with the practice and there is no control over them. AC was asked to talk to the practice IT manager and any other contacts for advice.

**AC**

**AGM**

The next PPG meeting is the AGM and is scheduled for Wednesday 20<sup>th</sup> March at 5.30pm. Both Chair and Secretary gave notice at the last AGM of their intention to step down from their positions at this meeting and others were encouraged to volunteer to fill these roles.

**ALL**

For clarification the positions to be filled are Chair, Vice-Chair and Secretary. The secretary is the most time consuming role with the agenda preparation, minute taking and distribution and dealing with other admin tasks (such as membership enquiries and matters arising from meetings). Sarah has filled this position for 10 years but cannot sustain the time commitment. Currently we do not have any representatives on the District Patient Group or the Hospital PPG and would like to address this if there are volunteers.

**AOB**

A question was asked about communication between Royal Derby hospital, Queen’s hospital and GP practices in Burton. A patient had been informed at Derby that the test results from Burton weren’t available to them and so would all need to be re-done which seems strange when they are all one hospital trust. It was unclear whether this is accurate or whether it was an issue specific to one consultant who prefers to conduct his own tests? DT suggested seeking clarification and if need be is willing to have the details sent to her for further investigation. It isn’t a good use of time duplicate tests but there are numerous examples of patients getting stuck in systems that need unsticking.

**Date of next meeting**

AGM 20 March 2024 5.30pm via Zoom.