



Grove House Partnership

Patient Group Meeting: 6th October 2021 Via Zoom

Attendees:

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| Syd Broxton (PPG) | Joanne Cripps (BM) |
| Ann Turner-Culverhouse (PPG) | Lianne Wilson (Admin) |
| Sharon Hearty (PPG) | |
| Alan Smith (PPG) | |
| Nancy Alexandra (PPG) | |

1: Apologies:

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| Tony Hayes (PPG) | Deb Kelly (PPG) |
| Ted Rawlinson (PPG) | John Martin (PPG) |
| Terence Watkinson (PPG) | Beryl McWhan (PPG) |
| John Timms (PPG) | Kirsty Kendrick (DOPM) |
| Carolyn Linton (PPG) | Sharon Williams (Admin) |
| Roy Brown (PPG) | |

2: Actions from previous meeting:

None discussed

3: Patient Survey Feedback:

Joanne talked about the survey that Sharon presented at the last meeting, Joanne explained that we didn't get as many feedback forms back as we would have liked. As discussed at the last meeting the Group felt that there weren't enough responses to have accurate feedback, as there was a low response. Joanne asked if the Group felt that we should rerun the survey to see if we can get a better picture and send letters out to a wider audience. Alan agreed that he thinks this would be a good idea and also to hand out the surveys during the flu clinics that are being held in the next months and that it would give us a better control of the numbers.

Joanne explains that we also get feedback from patients that complete an e-consultation, the company that run the e-consultation platform give the patients the opportunity to give feedback at the end of each consultation. We get a monthly statistic back from this and it is running at about 70% of patients that are satisfied with the service, but it is about the people who aren't satisfied with the service and not giving their feedback.

Joanne went through the survey questions with the group and discussed that on question 1 the results were very close at 49 to 51% for those who like to use e-consultation. Ann talked about question 4, how did you find the service 59% said easy, but Ann said that she doesn't know anybody who said it was easy. Alan said that he agrees as the system is difficult even for people who understand I.T. It is difficult to fill the form out without telling lies for e.g. if you want advice for medication nothing comes up and there is nowhere to type in the reason you want help if it is not on the list, maybe there should be another box that says other.

Joanne says that the company feel like they have resolved this by giving the general advise button, there has been an announcement that there is going to be a national review of e-consultation taking place, the Cheshire and mid Mersey grouping have to recommission the service next year, so they are reviewing all the different systems and having one system for the patch.

Joanne reminded the group that we are going from a CCG to an integrated care system and our integrated care system will be Cheshire and mid Mersey. This will be our patch, which includes Halton and Warrington and CCG's will not be in place, so as the licences come to an end next year they will look wider at the systems. We feel that e-consultation is one of the better systems out there from a safety point of view. This national survey and approach will review how the NHS will move forward with the e-consultation service. There may be more guidance about what we need to do going forward. Alan and Nancy feel that the system has improved and is much easier now than what it was when it first came out.

Joanne agreed that we do need to re-do the survey and aim it toward more people and understand our patients a little bit more. Joanne opened up to the group about the comments from the survey and asked if they would like to discuss.

Alan said that there was a comment about how difficult it is to get through to the Practice via the telephone and he agrees in the early days it was difficult, but as of late he feels that this has improved so he doesn't understand the comment. Joanne gives an example that on Monday the Practice had technical difficulties from 11.30am to 18.30 this was out of the Practice's control, it was at network level. This has been investigated, but it is believed it was from the provider Virgin Media. You can understand that on a day that this is happened it can be very frustrating for a patient and they feel like they can never get through.

Joanne explained that there are instances where we see surges in demand; we have lost the ability at the moment to see what the numbers are, but we are trying to get this back where we can see the longest call waiting so we can get our resources in the right place. Also, with some patients not being able to do an e-consultation, we do offer e-consultation lite where the Receptionist will take the details from the patients and fill the questions out for them, and this can take a bit of time. This is increasing our call lengths which have gone from 1.90 to 2.10 minutes to 2.50 on average per call. This does have an impact on call waiting time, but if a patient need assistants then we will help and not turn patients away. There are some points in the day where there are no calls waiting, we have also sent some letters that go out to patients to call after 10am. We will bring this back into the group once we have further survey results back.

Joanne mentioned that we have to remember there are people who have literacy problems as well as I.T problems and supporting the best way we can. We have a good Reception team who have a good understanding and take the time out to help a lot of patients. We have had a lots of positive comments come through by people who have felt they have been helped. At the moment we are still on the triage first model, there has been a lot of hype in the media about people not been able to see their GP or Practices being closed. We have never stopped seeing patients face to face, but it is triaged, so as the request comes through duty doctor looks at each request and it is dealt with by the duty doctor or passed on to another Clinician. They look and decide if they can do a telephone call but if they feel that the patient needs a face to face appointment they will be offered one. This helps with reducing infection rates and can be quicker for the patient. The triage is trying to bring the correct methods, speedier methods and continuity of care.

4: Complaints & Zero tolerance policy

Joanne advised that we have had some more information come back from the CCG, it has been nationally recognized that there has been a lot of health care staff getting more abuse from patients. Joanne explained it is down to how Practices manage their zero tolerance policy. A lot of patients are frustrated at the moment with many things, it isn't always directed at the Practice. We will review our complaints policy and our zero tolerance policy, but we were waiting for the CCG information which has just come through. They say there will be a

national campaign about zero tolerance with in the health care system; we want to tie this up with our own Practice policy and send it out for some feedback to the group. Hopefully this will be sent out before the next meeting via e-mailed.

5: Patient Participation masterclass:

Joanne discussed that the CCG are offering a master class for PPG volunteers to try and to help members, as a lot of Practice PPG's are low in numbers. If you would like to attend please e-mail Stefanie Griffiths. Lianne will circulate her e-mail separately tomorrow. Stefanie also runs the PPG plus it is always good to go along to and there are good learning skills to come back to the group with.

The meeting will be held on the 26th October at 1pm

To attend the meetings you may contact stefanie.griffiths@nhs.net and she will forward details to you.

They also are holding a master class for staff which Lianne and Sharon will be attending.

6: AOB

PPG participation:

Joanne discussed the technical difficulties that some of the PPG are having at joining the virtual meeting. Joanne said that she will ask Sharon to contact members and get some feedback, and to see if we could use devices in Practice for the members who are struggling.

Prescriptions:

Syd asked if there was a reason why prescriptions are taking longer to get to the chemist. Joanne explain that it isn't physically taking longer, with us losing two full time GP's this is having an impact on work load, which is causing a delay. Nancy says that they have found that the delay is with the chemist. Syd says that he has been giving them the 72 hours, but he was advised that they will need at least 7 days; Alan and Nancy agree with this, there is an issue with the pharmacy, whether they aren't getting enough stock in or if they are just too busy. Joanne says that she wasn't aware of this and will feedback to the GP as people will be putting the request in earlier because of the delay, the advice from Medicines Management is that patients could request a repeat prescription 10 days before it is due. Joanne said that she will bring this up with our Medicines Management team, who work with the local pharmacy council and pharmacies in the area give them the feedback. This could be a logistic issue that is affecting a lot of businesses, but we bring this to their attention and the GP's.

Flu and COVID:

Joanne wanted to give the group an update on where we are with our flu and COVID vaccinations. We have received all of our deliveries for flu, but we have loaned some of our flu vaccine to Tower, as they had an issue with their delivery. It has been agreed that they will pay us back when they have had their delivery next week. We have been running our flu clinics and we have now done 3 Saturdays, we have also been putting clinics on in the week. We still have about 400 of over 65 patients to send their 1st invite too, on our service this year we also have to do the healthy 50 to 64 year olds we haven't invited them in as yet. We are concentrating on the over 65's and under 65's with underline health conditions first. Clinics are running well and we are ahead of the game compared to other Practices in the area. NHSE has asked that we push the 2 to 3 year olds to make sure we get them in, we can't force parents to bring the children in, but we need to encourage where possible.

Joanne updated that we have signed up for phase 3 of the COVID vaccine and we have had delivery in now and collaborated with our PCN at the Brindley, which will be the Pfizer vaccine. Our PCN hasn't been able to arrange a clinic as yet because the agreement is that we are not supposed be using our normal staffing levels. The PCN Manager is struggling to

get the resource from the national pool to run the clinic; we have been trying to slide the vaccines in where we can in the Practice. We are concentrating on care homes, housebound patients and immuno-suppressant. Other patients that are due a 3rd dose are been contacted by NHSE asking them to go to one of the mass vaccination sites. We are encouraging patients and staffs were possible to go to the mass vaccination center, which will be held at Manor park and Heath Business park.

Date of next meeting via Zoom:

3rd November 2021

4 – 5pm