24.04.2023 – PPG Meeting 2

Next PPG Meeting: July 31st | PPG Committee: Paul and Dan

* Please let us know if you’d like to support, we are struggling with just two of us

The PPG is an opportunity for patients to come together and inform how the practice can best meet the needs of patients.

Below you will find:

* Recent Updates from the practice since the meeting
* Agreed and potential actions for the Practice and PPG
* Minutes from the meeting
* Minutes from previous meetings

Practice Updates - You Said, We Did

Since the meeting on April 24th, the following changes have been made:

Sensory Support

* There is now a sign up for the quiet room for those waiting in reception
* The hand dryers have started being replaced by hand towels

Reception Environment

* Plants are unfortunately not allowed in reception
* The practice have hosted a number of reception physical activity sessions for COPD sessions

**Actions Identified from the Meeting**

For the Practice

Quick Wins

* ~~Put up a sign for the quiet room + started removing hand dryers for hand towels~~
* Share options for providing feedback for PPG to share (this needs clarifying)
* ~~Find out if plants are allowed in the practice?~~
* Clarify – the invitation to the walk, what’s it a tour of? Send more info please
* Follow friends of Hulme park
* Share new receptionist roles with PPG

Future Options

* Reducing Phone Line Wait:
  + Is it possible to help the PPG do some targeted work by understanding the demographic data? If only 47% of patients have the app, how many patients are older/digitally excluded? Do we want to set a target?
  + Speak to new phone contractor re their accessibility support and what they can do for the practice – specifically neurodivergence re PPG discussion

**For the PPG**

Quick Wins

* Everyone send things for the newsletter or tell us what you’d like to see in it? events, activities, good news, opportunities?
* Like the facebook page: <https://www.facebook.com/thearchmedical>
* Download the NHS App
* Share ideas to make reception look less clinical
* Offer for someone to join the receptionist interviews
* Share the Receptionist Advert with friends and fam

Future Options

* Reducing phone waiting time
  + Host drop ins to help people onto the app
  + Members of the PPG drop in to support waiting patients onto the app
* Information Sharing and Connecting
  + Decide what goes onto the PPG Wall and identify what people want to see
  + Source info for the newsletters -
  + Encourage/Increase Facebook page engagement
  + Put together surveys to gather feedback
  + Host a Tea Party/Get Together simple to be social and reduce isolation – host locally
* Practice Environment
  + Identify what people would like to see in the practice to make it feel less clinical
* Accessibility
  + Identify needs to make the practice more accessible and friendly for people who are Neurodivergent e.g. website accessibility, phone line usage, practive environment
  + Identify what other practices do?
  + We can’t offer a unique service, people lie about their conditions to work the system – so we end up with people who don’t need an urgent appointment getting them over people who do.
* The Garden
  + Will be turning the back into a garden. Who wants to get involved?
* Anyone that volunteers, what can we offer? A brew, biscuits, fruit

Minutes

**Practice Updates**

Information Sharing

* The practice currently has a [Facebook page](https://www.facebook.com/thearchmedical), newsletter and in in practice PPG Wall
  + What do people want to see in them?
* Feedback Options – the practice wants to receive feedback from us – good news!
  + How can we do this?

Practice Environment

* The room has been painted, new posters coming up, and we have and PPG notice board to use. Will find out if plans are allowed. Help yourselves to the fruit bowl
* Reception Activity Session Confirmed with MCRActive – idea to host activity session with a focused condition
* Masks are no longer required but they are still on offer as an option.

Safeguarding visit:

* safety for vulnerable people, adults and children. 100% on the assessment. 1 of 3 in the city that got 100%.

Disabled Parking – all sorted, waiting for the kerb to be dropped.

Telephone Lines – Improving!

* New contact with Xon in place, which opens up active lines from 0 to unlimited, with up to 8 members of staff able to work on the phones. As soon as there are 3 people waiting on the line, more staff members are put on the phones. Already 38% quicker at answering phones. The NHS is essential to reducing phone waiting times but only 47% of patients have the NHS app
* PPG Feedback:
  + The music is really loud, the voices are really quiet
  + Call Back option – its creating lots of technological challenges internally but its valued extremely highly by patients, Especially people who are neurodivergent.
  + Possible Next Steps:
    - Host an app drop in session?
    - PPG members to drop in and offer support patients in the waiting room. Could we have someone sitting in the practice helping people get on it while they wait? Who would like to do this?
    - Do some targeted work using demographic data

Practice Patients and Attendance

* Secured £7k of funding to deliver trauma informed yoga to people with high score on Adverse Childhood Trauma
* Gardening Group – we can speak to Hulme Garden centre, we have a budget
  + Hulme G Centre can help
  + Who wants to step up?
* DNA rates have gone well down
* Ghost Patient list has been cleansed - Email was sent out with 2 week reply or else and this cleaned up. Ideas to clean it up further?
  + Look at 18 year olds + 3 years, to keep in mind students who come and go

Community Engagement

* Monthly Appointments to share what you think of Hulme with Local councillor. Date of next to be share

Accessibility

* Neurodivergence – how does the practice operate to support people who are neurodivergent?
  + PPG Feedback: quiet room is needed, which we have. Asked about changes to the lighting?

Sexual Health Sexual Health – we still offer free condoms to all

Staff and Recruitment

* Staff are currently undergoing disability awareness training
* There’s now an inhouse physiotherapist, mental health worker and focused care worker
* Advertising for two new receptionists
* There is a Diet and nutritionist somewhere but haven’t come to our network

Walk – invitation to join the walk around the benches in Hulme: Z-Arts, Church of Ascension,

**PPG feedback**

Service Quality

* Continuity Care - Is it possible to get the same nurse, continuity care is important – but if you want one person, you’ll have to wait.
  + Just need to ask the practice
* 8:00am phone line bottleneck – its horrible. Is it possible to spread it out the day?
  + You might have to sit through the same thing twice and not get an appointment. You can’t reserve because people might not get, but someone of less need might get later
    - Download the app to help this if you can

23.11.2022

General Info

* 18k patients,
* Ongoing improvements to digital access. Improvements to digital Patient App – feedback suggests its hard to book on by people in the room, but many in the room shared negative feedback
* Includes held bookable spots for non-digital.
* The Proactive has big student cohort of patients. 70 appointments per 1000 patients
* Boundary limits – inner and outer – we have some beyond but have been here a while, m15, m14, m3. If you’re been here a while, you wont be kicked off.
  + Clarify – does an address change take you off the system within 28 days? Think I misheard I just moved address to M1
* Dr Seagar will be stepping down and informing her patients
* The surgery has 5 partners who run the business
* Identified Chairs and Secretary – Dan, Paul,
* Will be reminding the call back option

Opportunities and Ideas

* Can we make the place look less clinical?
* do we fix our google reviews?
* Disabled parking needs to be applied for
* Could we trial booking appointments in advance? Re open (75% dna’s last time)
* We have a facebook page that’s regularly posted on – but not many follow
* Map additional roles held by the group
* Identify the languages represented at the clinic

Challenges

* Ghost patients, sign up, never come and go home for uni.
  + Clarify
* Cant apply for disabled parking bays if you’re not disabled
* 75% of patients do not attend when booked in advance (4 weeks)

Key actions

* Coordinate a date via Survey monkey
* Set up whatsapp group
  + Clarify Digital Access and Barriers
* Collect contact info?

Further Actions

* Clarify what a ghost patient is
* Clarify the inner and outer boundary for patients