

## Ordsall Health Surgery PPG Meeting

6pm Monday 17<sup>th</sup> June 2019

**Attending:** As per signing in sheet

### and Apologies

Joe and Duncan

Welcome and Introduction to Stuart Business Manager for Ordsall Surgery

| No: | Item   | Actions    |
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| 1   | <b>Minutes of the Last Meeting</b>   | All agreed |
| 2   | <b>Matters Arising</b><br><br>Healthwatch survey and sub meeting 29 <sup>th</sup> April 2019 discussed in item 3   |            |
| 3   | <b>Feedback from PPG sub meeting -Health watch report</b><br><br>Peter had reviewed the report for the sub-meeting; the PPG submitting their suggestions to the Practice for review at this meeting.<br><br><u>Feedback from the Practice:</u><br><br>The GP's felt the report isn't a true reflection of the numbers of the patients in the practice.<br>Jay stated that his experience of Healthwatch reports are to use small |            |

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|     | <p>numbers to capture granular research data; which can either be dug down into or expanded to demonstrate that this small amount can usually be equated across the larger quantities</p> <p>It was suggested that as the Healthwatch report was carried out over 2 days with a small number of patients that the PPG could carry out their own study.</p> <p>It was agreed that the findings of the report were similar to those that the Practice and the PPG have done in the past and therefore we should work together and address those findings from the sub-group meeting</p> <p>Jay then enquired if the PPG could may be do some work around the patients who don't attend appointment; especially around mental health issues, not commonly reported.</p> <p>Stacey explained that the "Reminder System" was now fully working and will prompt DNA's better now.</p> <p>Wendy mentioned that there may be some issues with text messages to landline number being considered nuisance calls, Dr. Nawrocki was certain that the technology should only allow texting to mobile numbers</p> | <p>Stacey would look into this</p>   |
| 3.1 | <p><b>Sub meeting suggestions were then reviewed by the PPG.</b></p> <p>A large percentage of patients surveyed in the report were not aware of the services that are offered online, i.e. repeat prescriptions, booking appointments.</p> <p>Do we as a practice offer alternative appointments if there are no appointments available on the day at the practice?</p>  | <p>The promotion is and will remain on going by the practice</p> <p>The receptionists advise of alternative appointments available at the Gateways</p> |

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|   | <p>The survey concluded that nearly all the patients asked; were not aware of Practice Opening Times.</p> <p>The survey suggests that the use of the Touch Screen by patients seems to be minimal.</p> <p>A number of patients appear to be alienated to use the Touch Screen, due to lack of understanding of how to use it.</p> <p>Some patients stated they were frustrated that they had been waiting a considerable amount of time for their appointment.</p> <p>Nearly half of patients questioned were unaware of the Reminder Text messaging services. Could this be because contact details are not be up to date?</p> | <p>Practice opening times to be displayed in prominent places in the surgery</p> <p>Stuart is to bring a “Guiding of patients” to the use of the screen, by reception staff automatically directing the patients to the touch screen and helping them through the process of booking in using the touch screen.</p> <p>Stacey stated that the reception staff are informed by the Clinician they’re are running late and do inform the patients. Although this can cause problems with patients then asking if they are with that clinician and lengthening the queues</p> <p>It was agreed that checking contact details would be implemented</p> |
| 4 | <p><b>Patient Feedback</b></p> <p>Feedback is generated by IPLATO which is an automated text message feedback service; selecting 50 patients per month</p> <p>The Mandy read out the feedback; which was really positive:</p> <ul style="list-style-type: none"> <li>• Maria has received lots of nice compliments</li> <li>• The reception staff and GP’s have been complimented</li> <li>• 1 anonymous – so couldn’t be followed up regarding the late for</li> </ul>   |  |

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|   | <p>appointment policy stating they had arrived 9 minutes late and been told to rebook their appointment.</p> <p>Dr. Nawrocki explained that there has to be a cut off point as patients running late then cause problems with other patients that are being seen or waiting for their appointment.<br/>He explained that the policy is that are 10 minutes after an appointment time, a patient is asked to rebook, sometimes they can be seen the same day, but that is dependent on clinics.<br/>He also expressed that GP's never turn anyone away if it is important. It would be better if we could encourage patients to arrive 10 minutes earlier than their scheduled time.</p> <p>Moira suggested a refresh of the policy, data and advise the patients that we have listened, through communications on delivery of the practice</p> | <p>Service objectives to be included in the new patients' packs.</p> <p>Stuart will look at the patient information governance and will update the website</p> <p>Use the display board to display "we are listening" points for patients to read</p> |
| 5 | <p><b>PPG Secretary update</b></p> <p>Wendy informed the Group that Stacy, was now the Secretary</p>   |   |
| 6 | <p><b>A.O.B</b></p> <ol style="list-style-type: none"> <li>1. There is calendar in the reception desk; which is a good idea, it would be helpful if it was kept up to date daily to save confusion</li> <li>2. It was brought to the attention of the group, that the patient toilets seats should be a contrasting colour than the pedestal in</li> </ol>   | <p>Stacey to check the calendar is correct</p> <p>Mandy to check legislation</p>  |

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|   | <p>GP practices</p> <p>3. Time and days of the meetings</p> <p>Mandy explained that a 6pm start would be a long day for Dr. Nawrocki, as he starts his Mondays' early. He agreed that 6pm was better than 5pm as it would hopefully attract more members</p> | <p>Move the next two meetings to 6pm on Wednesdays</p> |
| <p style="text-align: center;"><b>Date of Next meetings:</b><br/><b>6pm Wednesday 11<sup>th</sup> September 2019</b><br/><b>6pm Wednesday 27<sup>th</sup> November 2019</b></p> |  |  |