

## Patient Participation Group

Minutes of meeting held on 5<sup>th</sup> August 2019 @ 7.30 pm

Present: Dr Prit Takhar, Michelle Ford, Anne Davis (taking minutes)  
Joseph Fitzgerald, Peter Laws, Kay Newton and Sue Howe

Apologies: Denise Kennard, Pauline Williamson, Stuart Masters

Agenda number	Items Discussed	Action Notes
1	<b>Apologies for absence</b>	Noted above.
2	<b>Actions from previous minutes</b>	
3	<p><b>GP Patient Survey – July 2019 publication</b></p> <p>The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice. 246 surveys were sent out for parsonage surgery with 101 surveys sent back / 41% completion rate. The results cover all aspects of patient experience, including staff (GPs, nurses and reception) and systems (telephone, appointment booking and out of hours care).</p> <p>You can view results via our website or <a href="https://gp-patient.co.uk/">https://gp-patient.co.uk/</a></p> <p>We are rated above average in all areas compared with the CCG averages for all East &amp; North Herts GP practices. For overall experience of GP Practice we scored 95%, this is 2nd ranking in the whole of East &amp; North Hertfordshire, above both the CCG &amp; National averages.</p> <p>Our aim is to improve on the results &amp; ensure our patients have the best experience possible.</p>	
4	<p><b>CCG Patient Survey 2019</b></p> <p>The Clinical Commissioning Group for East &amp; North Hertfordshire (CCG) requires us to promote a survey to our registered patients to involve you in the design and development of services, along with quality monitoring.</p> <p><b>PLEASE GIVE YOUR VIEWS &amp; SUPPORT US BY COMPLETING THE QUICK ONLINE SURVEY</b></p> <p><a href="https://www.surveymonkey.co.uk/r/patient-survey-2019">https://www.surveymonkey.co.uk/r/patient-survey-2019</a></p> <p>During Oct to Dec 2019 we will share results with our PPG / patients &amp; during Jan - March 2020 we will produce a 'You Said, We Did' report &amp; forward this to the CCG &amp; share this with patients too.</p> <p><u>We would like to encourage patients to complete the survey online as this is easier &amp; the results are returned directly to the CCG</u>, however we do have a limited number of paper copies at reception if patients would like to fill these out, please then return completed forms to the receptionist.</p> <p>The survey link can also be found on our website</p>	All patients requested to assist by completing the CCG Patient Survey

	<p><a href="http://www.parsonagesurgery.co.uk">www.parsonagesurgery.co.uk</a> on the home page, we will also endeavour to add the survey to systmonline as soon as possible.</p> <p>Texts have also been sent to encourage patients to give their views.</p> <p>Please help us obtain a good response rate &amp; ensure your views are included.</p>	
5	<p><b>DNA Figures / PPG involvement to reduce figures</b></p> <p>JF has done some work on this – he felt the core of the letter was good but suggested amendments to the first paragraph as this is very long., He felt an action statement would be a good start highlighting 4 important ways patients can cancel an appointment., keeping language simple &amp; concise.</p> <p>MF- template letter could be added to our system once reviewed / agreed.</p> <p>JF – Also looked into the problem of DNA’s elsewhere and discussed potentially adding the financial cost of missed appointments being added to our website.</p> <p>JF - Since last year when the HUB was introduced 9 million extra appointments have been available nationally.</p> <p>It was agreed that most missed appointments were potentially patients generally just forgetting their appointment and they are genuinely apologetic.</p> <p>At the moment the practice have 4 different DNA letters to cover most scenarios.</p> <p>We already have a general letter that is sent to patients who are difficult to contact, the reception team ask patients to provide up to date contact numbers if we are unable to contact by text/telephone</p> <p>JF suggested highlighters on the website indicating how many DNA’s in a month and the percentage of available appointments that month.</p> <p>JF suggested setting up a workshop which would be undertaken by the PPG – a dummy log in could be set up if patients requested tuition on how to use / cancel appointments via SystemOnline. JF would be happy to train patients on how to cancel appointments.</p> <p>MF stated that if a patient consistently DNA’s they would be contacted both via letter &amp; phone to ascertain why &amp; asked how we could assist them to ensure attendance. Continued DNA’s would result in patient / clinician breakdown &amp; we would then progress to requesting the patient be removed from our list.</p> <p>Suggestions from group were discussed regarding DNA information / figures could be added to the Practice Leaflet and also added to the Patient Registration form (tick box) stating DNA’s/how to cancel appointments has been discussed with all new patients.</p> <p>Also display posters.</p> <p>MF - Self- referral forms are on our website.</p> <p>MF – PPG DNA letter – we need to agree the content of a letter being sent by PPG if this is the desired preference of the group &amp; then utilise to send to patients who persistently DNA/or generic letter. PPG support notice / cancellation process could also be advertised on the website/waiting area.</p> <p>JL – If raising general awareness could we potentially look at having a ‘newsflash’ topic every month/broadcast i.e. DNA figures, sent to all</p>	

	<p>patients instead of targeting individuals who have DNA'd.</p> <p>MF suggested the PPG put together a leaflet raising the awareness of DNA's. JF wondered if it would be possible for the practice to send out a communication to every patient registered. KN stated Parsonage Residence Association send out a leaflet 4 times a year, perhaps we could put something about DNA's in there.</p> <p><b>Action Points:-</b></p> <p>MF to contact IT admin about putting links on the website regarding missed appointments page 2019/how to cancel in bold on missed appointments page.</p> <p>JL / Group- Review putting together an update re quarterly communications to reflect practice ethos. Topics and discuss what the topics will be 2 months in advance.</p> <p>MF to speak to Sophie to review registration pack.</p> <p>MF – Update website and organise for the PPG to come in &amp; use computer / room to put something together to get the ball rolling.</p>	
6	<p><b>Website review</b></p> <p>It was suggested that PPG could review our website <a href="http://www.parsonagesurgery.co.uk">www.parsonagesurgery.co.uk</a> and bring any ideas for improvements / changes to the next meeting.</p>	Reviewed by JF, suggestion of 'ways to cancel appointments'
7	<p><b>Staffing</b></p> <p>Our nurse Gemma is expecting a baby which is due in November, we are currently advertising for a Practice Nurse.</p> <p>Sharon our receptionist will be leaving on 30.08.19, Sharon is returning to a new role at Isabel Hospice where she has previously worked. We wish her well.</p> <p>Zoe our current reception / admin apprentice due to finish her course beginning of Sept, Zoe has fitted in well with the team &amp; become confident in speaking with patients / assisting with queries, &amp; will continue working with us for 33.5 hours per week.</p> <p>Currently advertising for a new Reception/Admin Apprentice – awaiting applications.</p> <p>Our new GP Registrar Dr Emem Sampson starts on Wednesday 7<sup>th</sup> August – she will have a 2 week induction and then be seeing patients in her own rota / overseen by the GP Trainers.</p> <p>KN wondered if there will be enough nursing staff to cover the flu period. MF confirmed all clinicians will opportunistically vaccinate eligible patients, along with our HCA Sophie &amp; new nurse.</p>	
8	<p><b>AOB</b></p> <p><b>Defibrillators</b> – KN said as the Residence Association are organising these in association with British Heart Foundation, Airport and Local council Funding we will put this on hold. The biggest problem is where to</p>	

	<p>put them – most of the ones already out there have been vandalised.</p> <p><b>Premises</b> – KN wondered if we had an update on the premises. At the last CCG meeting things were moving with other surgeries – The discussion of a Health Hub is still in discussion.</p> <p>MF – there is nothing to add at the moment but she &amp; Dr Takhar continue to liaise with the CCG &amp; Council. Many occupiers of Kitwood Unit area have now been given notice to vacate &amp; found alternative premises within the hospital/locally.</p>	
9	<p><b>Next meeting: Monday 4<sup>th</sup> November 2019 @ 7.30pm</b></p>	

