

PPG Meeting minutes – 25 May 18

Attendees:

Robert Gurd
Ann Smith
Jean Rowe
Roisin Holden
Moirra Black
Susan Gurney
Jill Morris

Apologies: Emma Hayter
Owen Grainger
David Jenkins
Alison Watson

Sangeeta Kathuria (Manager and Chair of meeting) (SK)

Thank you for all the members who were able to attend the meeting this evening.

The main premise of the meeting this evening was to discuss the patient survey and the results.

SK would firstly like to say thank you to all the members with their help and support in creating this survey. Lots of positive comments and recommendations were sent to SK which she used to tailor the survey and enhance it.

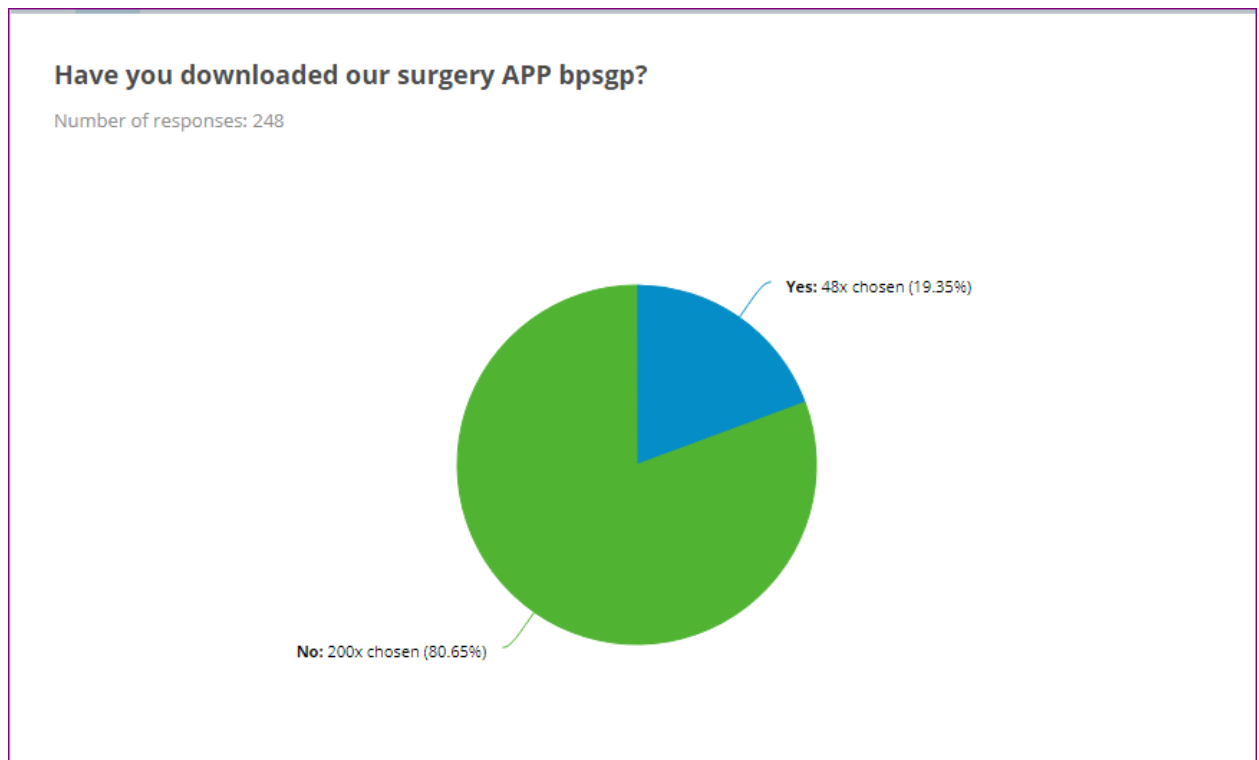
The survey was designed using a website called www.surveyhero.com and there were 20 questions to get through. SK sent the link by text to all the registered patients at the practice and put this on the APP and on Facebook.

We have in total

580 patients who views the survey
204 completed the surgery
Completion rate was 79.7%
The participation rate was 44.1%

We then proceeded to discuss each of the questions and in detail as per below:

QUESTION ONE



SK expressed how she felt that this was not a good sign, in that only 19% of the patients who answered this question knew about the APP.

The members discussed factors such as the patient age group that answered the questions and realised that the highest percentage of age group that answered was 50 – 70 and above which may have explained the fact that not many people were using the APP or had an interest in the APP.

In any case, SK did discuss this at the practice meeting and one of the suggestions by Dr Keen was to have the message about the APP on a more frequent loop on the TV, so that the patients could read it. Many a time a patient would only be in the surgery for 20 to 30 mins at most and in that time frame, they were missing the message on the TV as it was only shown twice.

SK has put the APP message on a loop more frequently to try and get more patients to sign up to it.

We have also asked the clinicians to mention this to patients who they think may benefit from its use.

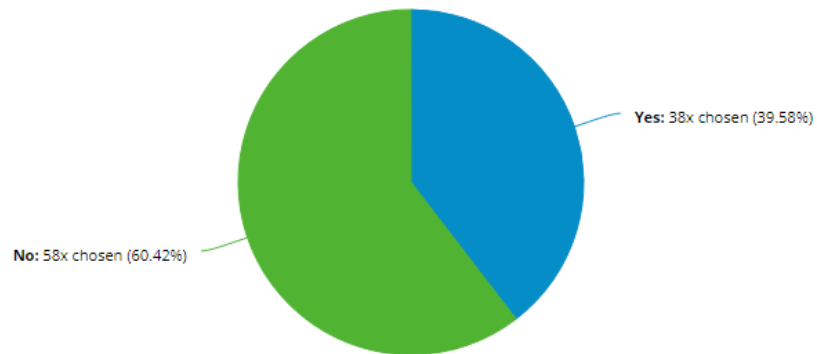
The APP has a lot of useful information on it for those who can download it and is at hand in case of emergencies and out of hours. It also has real time news that can give patients information on the happenings of the surgery.

QUESTION 2

The response to this question ties in with my previous point in that the APP is very helpful for those who use it and this can be seen in the result below. Almost half of the patients who used the survey have expressed so.

If you have downloaded the APP, do you find this a useful tool?

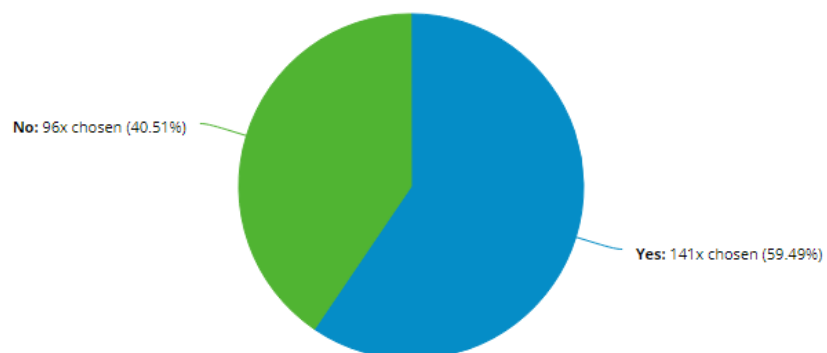
Number of responses: 96



QUESTION THREE

Do you know where to go or what to do when the surgery is closed?

Number of responses: 237



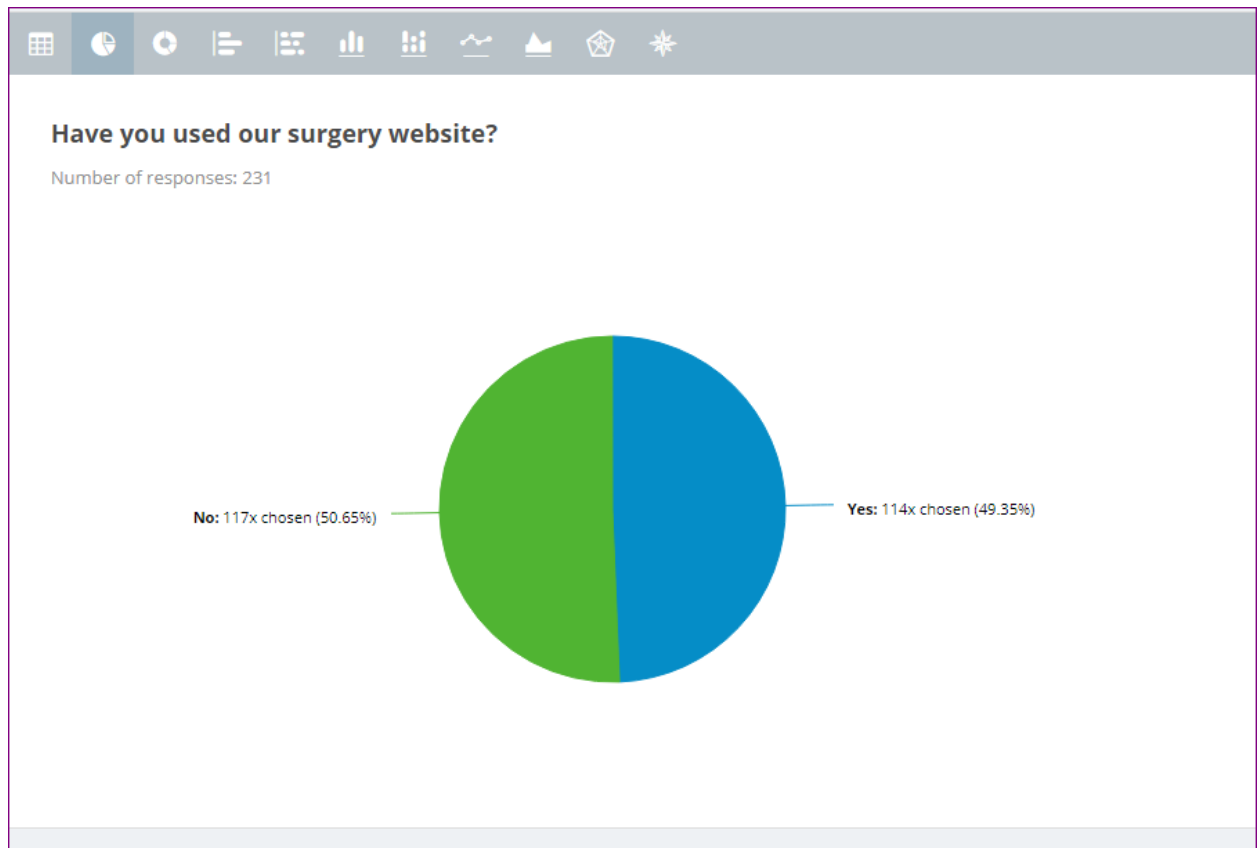
This was a very positive response as it has been reflected in our in-house surgery target reports. We have less patients going to the A&E in recent months than over the years, and we do feel that this is a result of the access to out of hour's information that patients have to hand.

Each new patient is given the out of hours leaflet upon registering and the APP and website has good guidance and tools for patients who wish to know about out of hours.

NHS111 has been busy with patients calling them and asking what to do, and being guided to the appropriate services thereafter, which has also helped in our target reports.

Whereas before we had many parents taking their children, in surgery hours, to the ambulatory unit, they now call the surgery and are given appointments more easily. They are also given supportive leaflets and information on what to do in case of emergencies and SK has put up videos on the APP for parents to use e.g. choking hazards and basic life support.

QUESTION FOUR

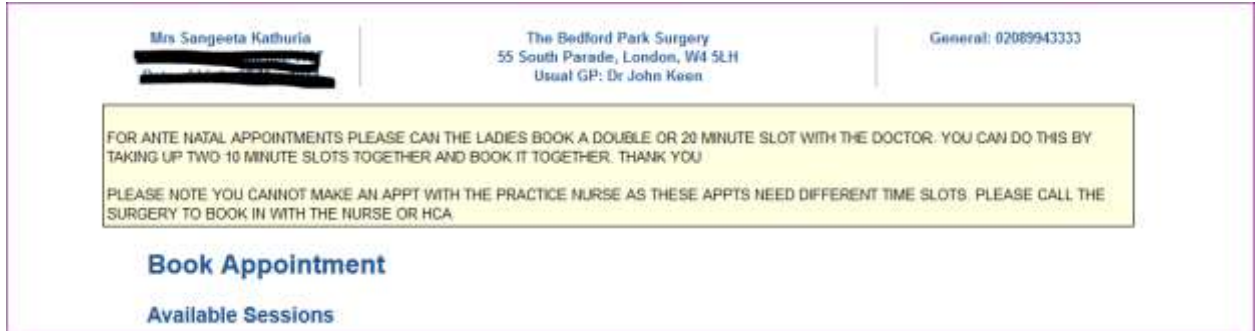


This was a pleasing result in that half the patients who answered the survey used the website.

Some of the comments that were written by the patients were discussed.

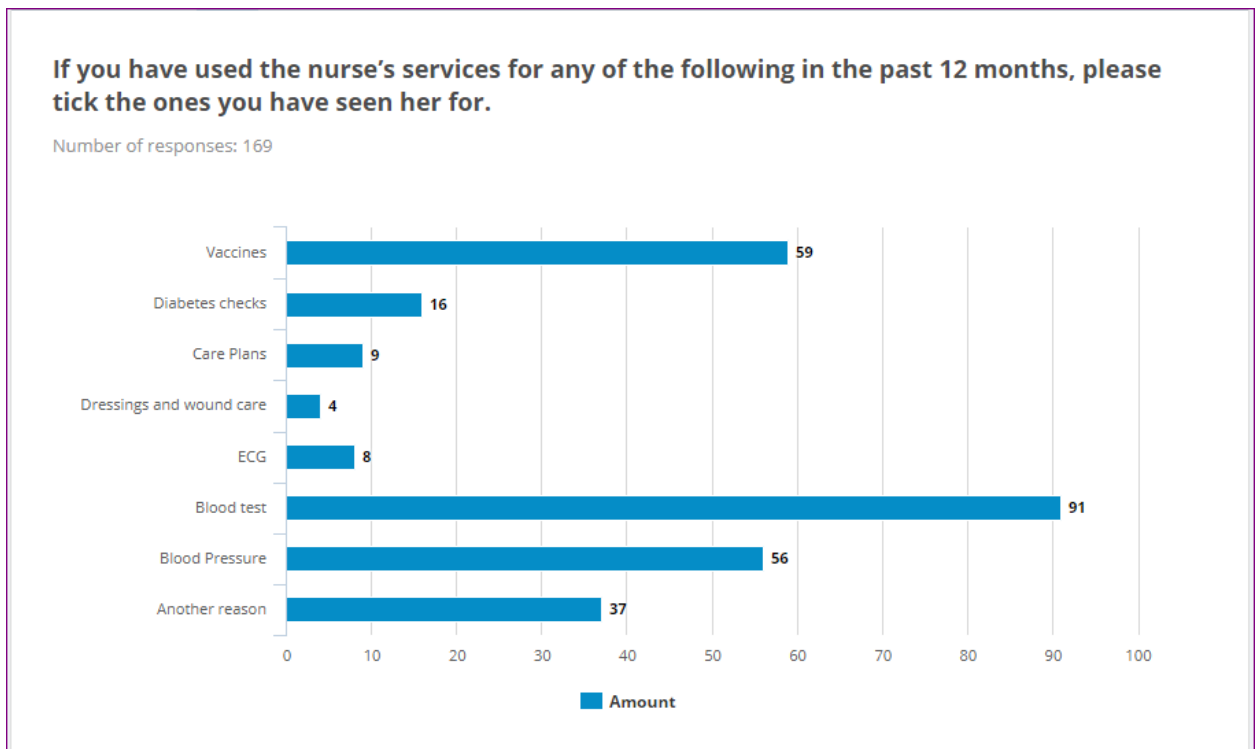
One of the comments was regarding the fact that for systmone online via the website, the nurse appointments is not shown and only GP appointment slots are offered. The

reason for this is because the nurse requires different times for various activities in her session and patients would not know this, therefore it's not available.
SK has now put up a message that comes up on the appointment booking page, informing patients that nurse appointments are not available and why.
This is seen in the snapshot below



In general comments about the website were positive and we have recently updated our website to accommodate more information, and better navigation through the various pages.

QUESTION FIVE



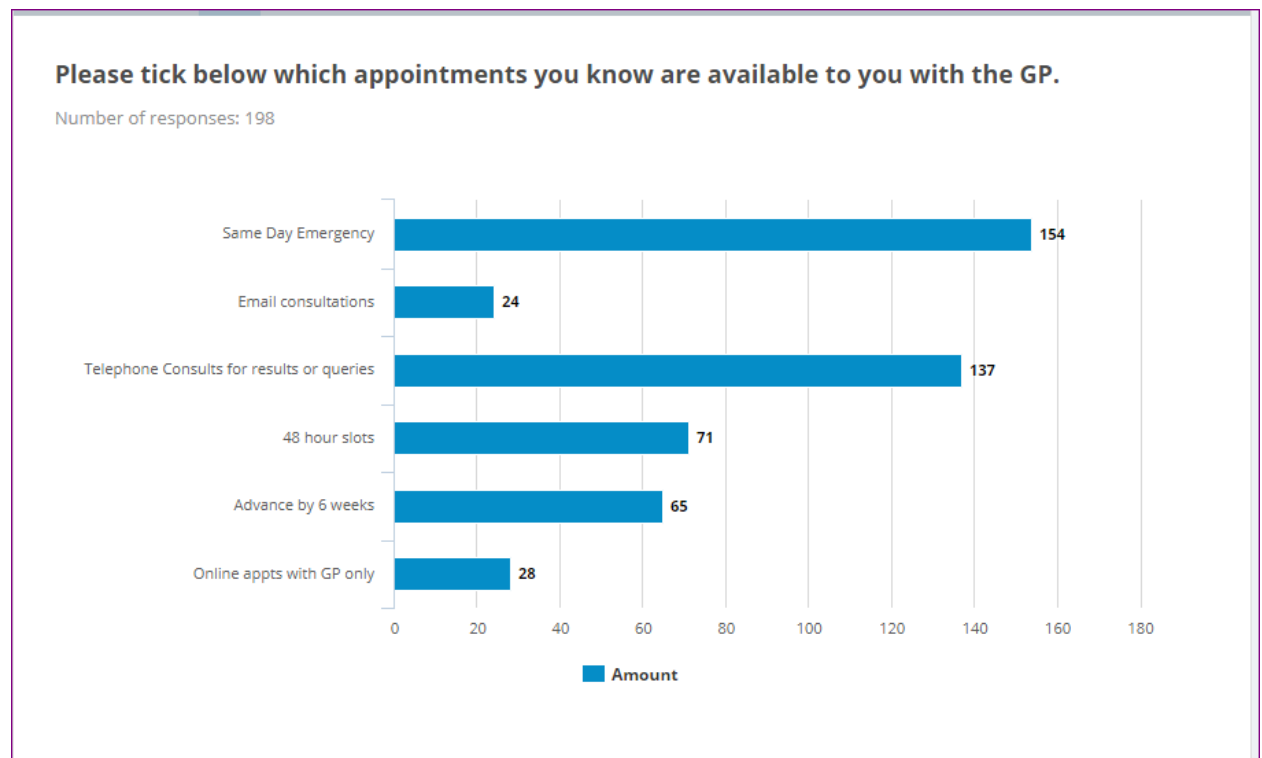
The reasoning behind this question was more for SK to see where the focus of the practice nurse was going to primarily.
The results showed that a very high proportion of her appointments were being taken up by blood tests which is worrying as a practice nurse should be focussing her time more on the more challenging areas for patient care. EG diabetes checks, care plans, asthma reviews etc.

As a result of this survey SK is in talks with a phlebotomist who is going to start working with us twice a month on Monday mornings for all blood tests. This will free up Noko for the more nurse related tasks and patients can also be directed to the Acton Health Centre for their bloods if required.

QUESTION SIX

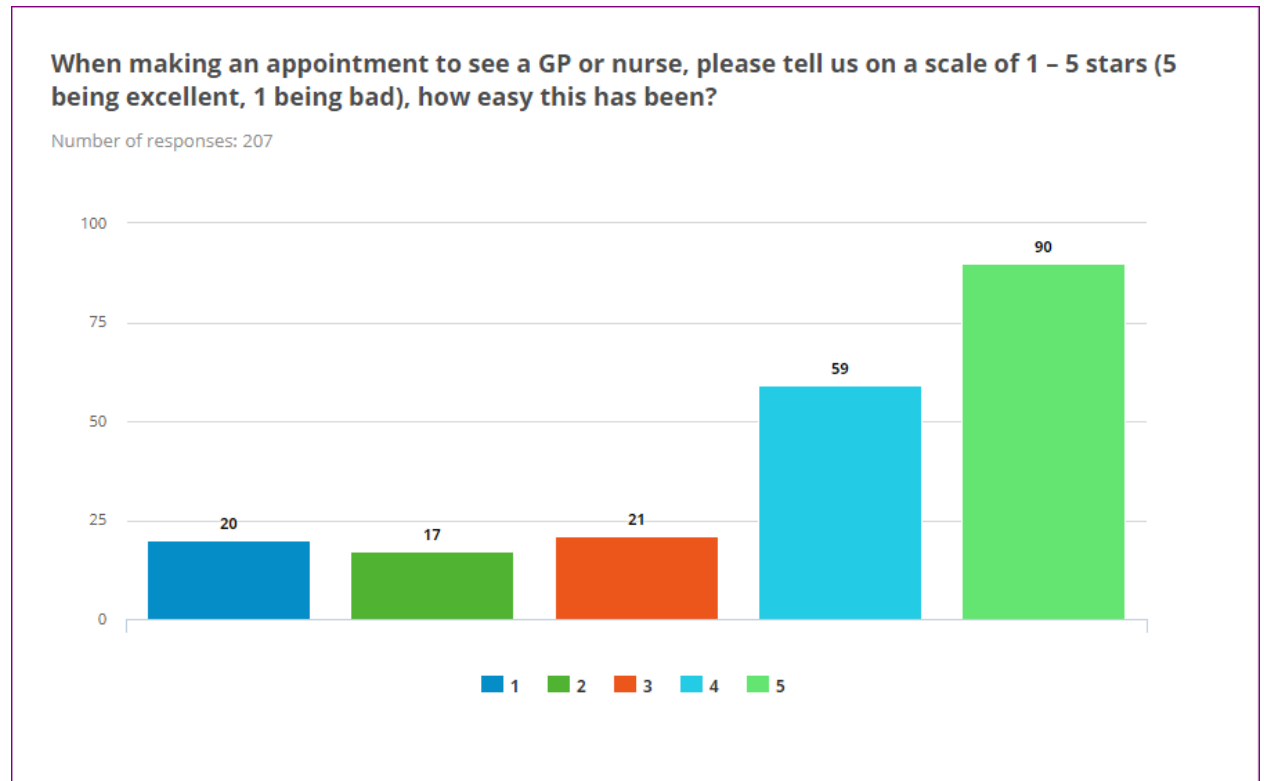
This was asking patients to give a rating to the nurse consultation experience and we were very pleased to see Noko was given a high 4/5 star rating. She has been with the surgery for 13 years now and is an asset to the practice.

QUESTION SEVEN



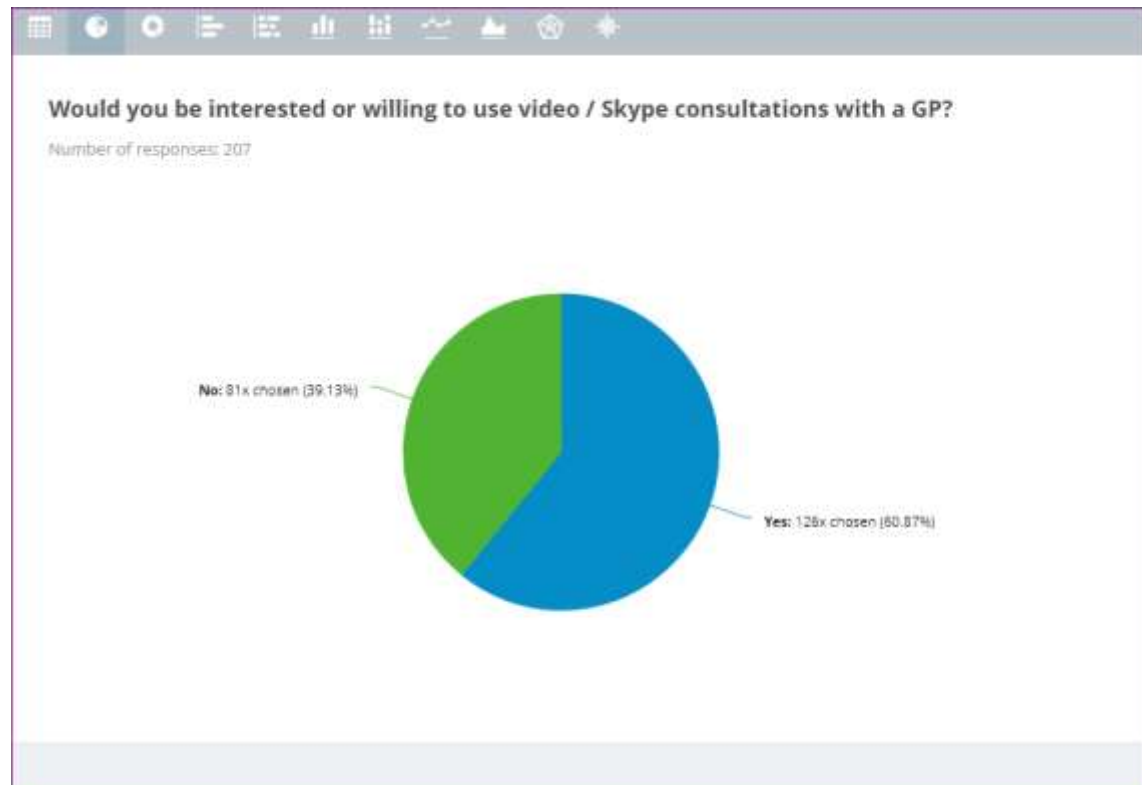
The answers to this question showed us that patients do have the knowledge about the relevant choices of the appointments that the surgery offers and are using them. We are at present in a very good place with our appointment system as we are able to offer the majority of our patients same day appointments or an appointment within the week. We have a robust telephone appointment system too which can be used for mothers with children under 1 years too.

QUESTION EIGHT



The response to this question was also very promising as it reflects how much easier and improved the appointment system is for all our clinicians.

QUESTION NINE



This was a very interesting response. SK hadn't thought so many patients would be interested in Skype consultations.

We are going to be offering Skype consultations with Dr Mendes da Costa in the next week or so.

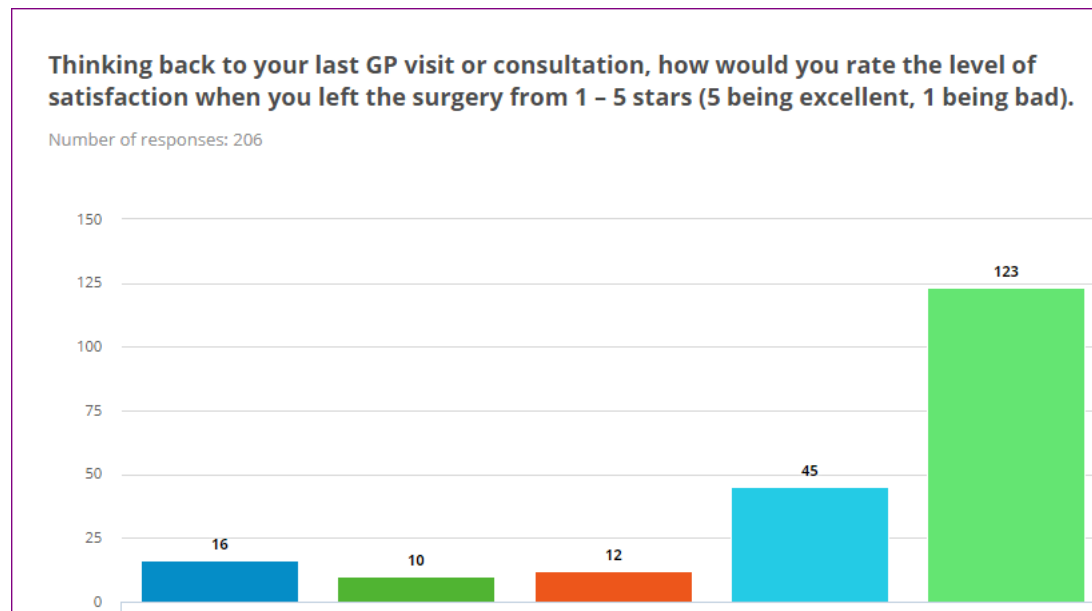
SK has to complete the consent form that the patient would need to sign as a one off if they want to use a Skype consultation. We also need to start obtaining Skype addresses from the patients to add to their records.

The Skype account has been set up and the camera and speakers are also set up in Dr Mendes's room.

RG kindly did a test for this last week which worked well so we are ready to get this started.

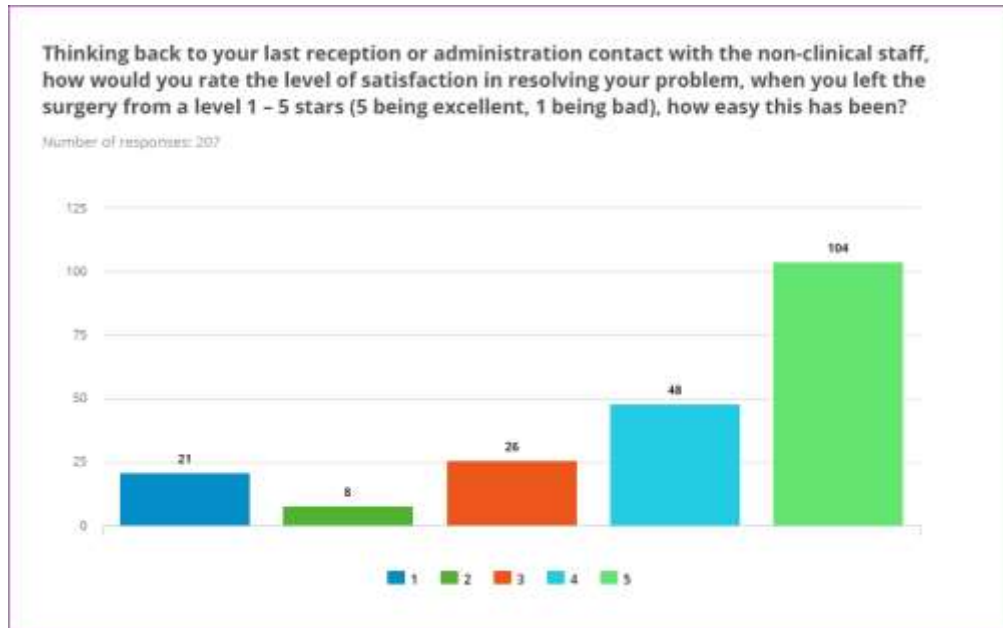
We will be offering Skype for emergency appointments over a week to begin with and will see what the uptake is before moving to routine appointments.

QUESTION 10

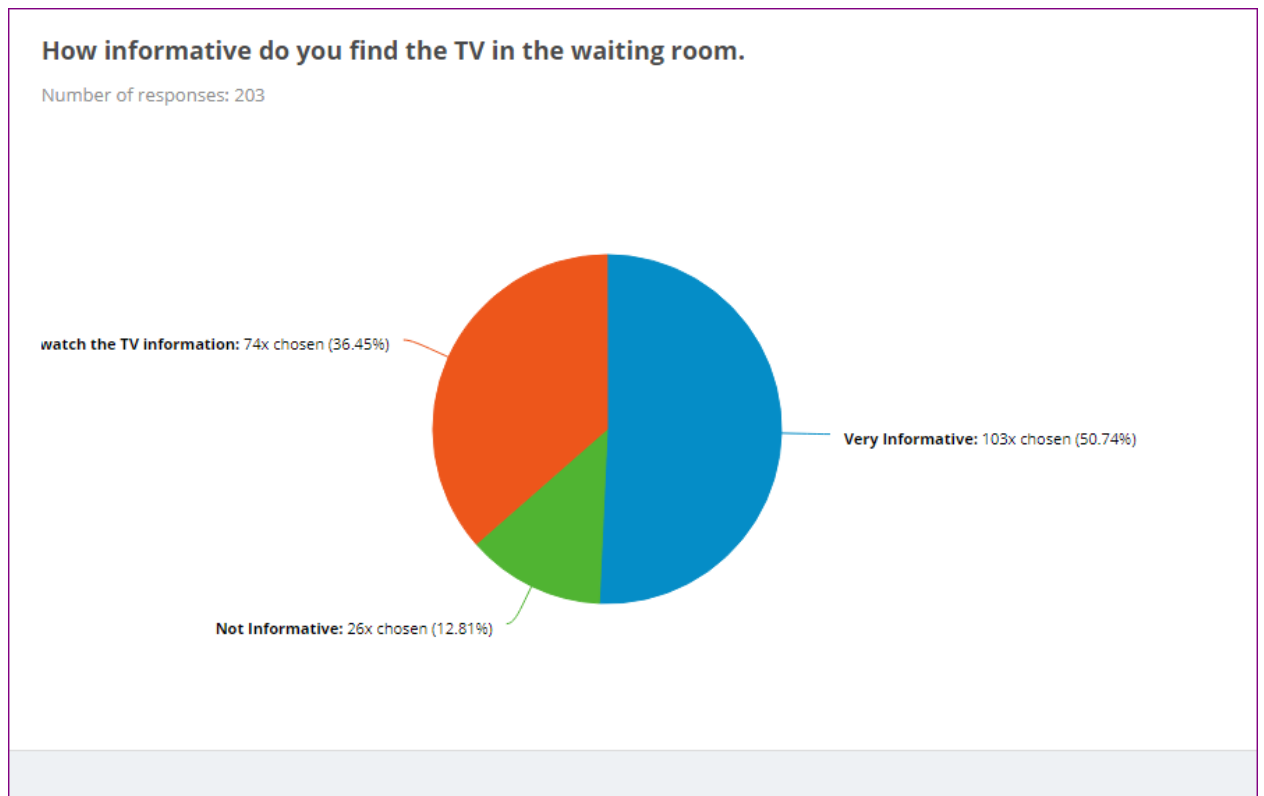


Once again a very positive result and it is pleasing to know that the level of satisfaction is very high from the patient's point of view in both the clinical and administrative area. See question 11 below.

QUESTION ELEVEN



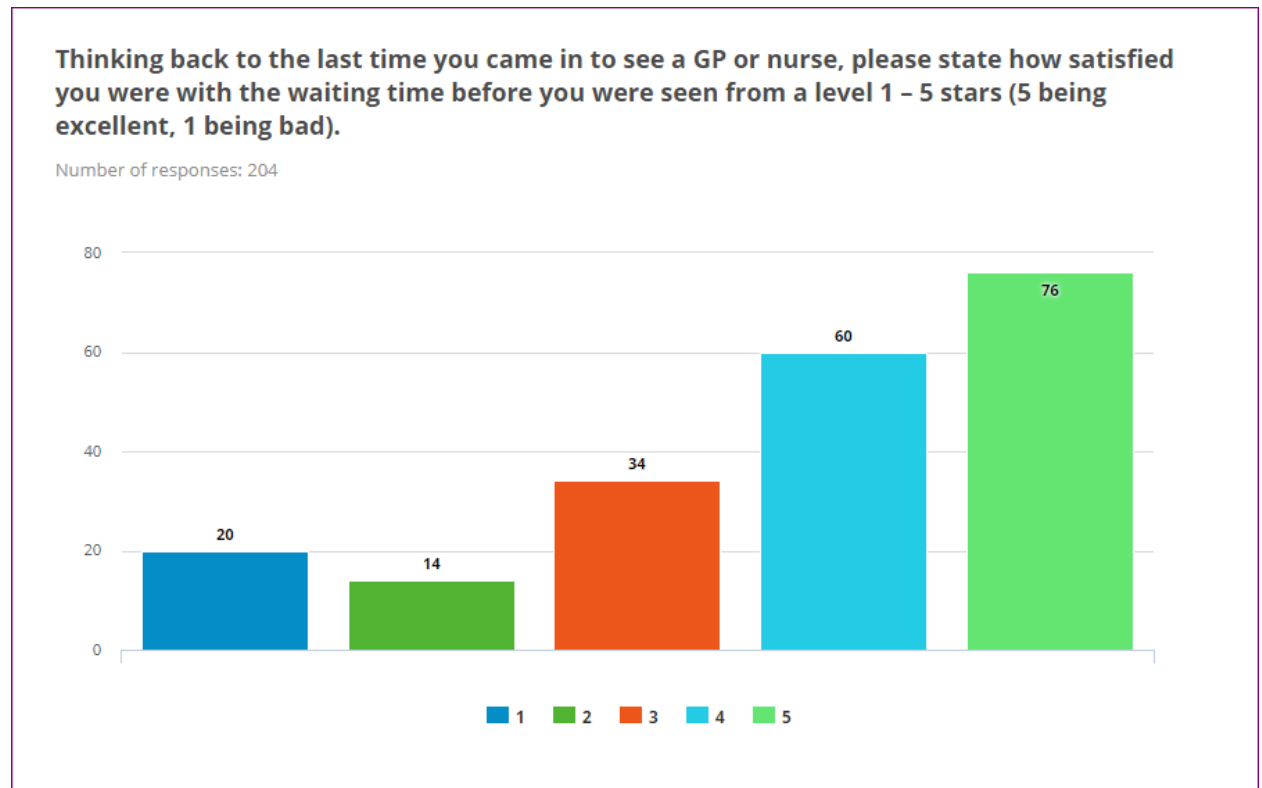
QUESTION TWELVE



The results for this were also very promising. SK tries to ensure as much information is available on the TV as possible however one of the members did comment on the fact that some of the messages are too quick, and by the time one gets the chance to write down or copy any information, the message is gone.

SK is going to go through all her presentations and videos and tidy them up and make them longer for this reason.

QUESTION THIRTEEN



We discussed how far we have come from the days when waiting times were so long. Our GPs have improved with their consultations in that they do try not to go over the time limit and understand that other patients are waiting, the exceptions being if there is a medical emergency involving an ambulance etc.

With the nurse, patients have been seen in a timely manner and don't have to wait too long.

Also patients are now telling receptionists if they want to have double appointments to see the GP and booking them for the number of problems they have to allow enough time. This stops the GP from running behind with their appointments and has helped a great deal.

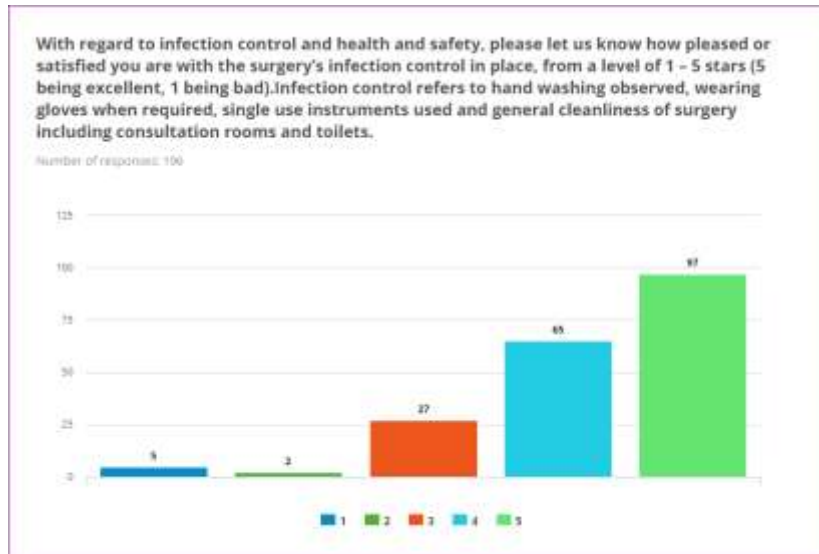
QUESTION FOURTEEN

Our reasoning behind this question was more for Dr Mendes who has been appointed the surgery's infection control officer and manages this. She wanted to see how much patients know about infection control and how much they value it.

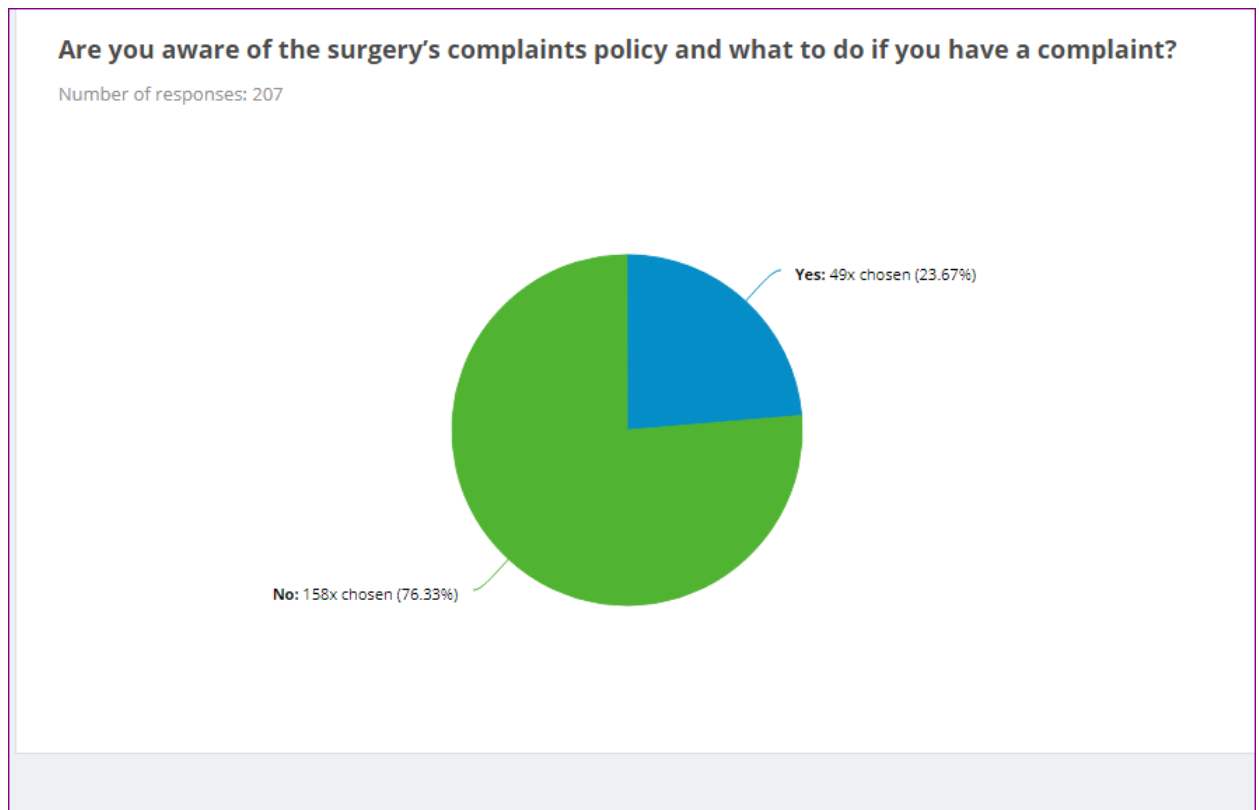
We want to focus as much as possible on policies and risk assessments in this area at the surgery this year as a practice and will be looking at enhancing areas to optimise care. This will be more so during the flu season.

The members discussed how we should have hand gel in the waiting room placed in an area that automatically prompts the patient to use it. We thought near the check in

TV would be an idea as most patients need to check in themselves. SK will look into getting this done. We already have one bottle in the waiting room on the wall. We also discussed how we should have a message on the TV talking about the importance of hand washing and infection control. SK will look into putting this up.



QUESTION FIFTEEN



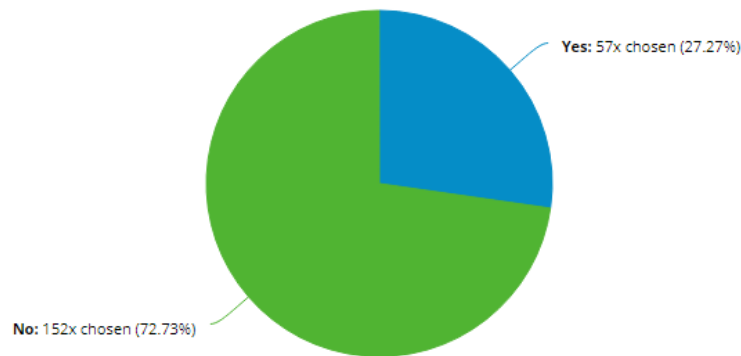
SK thought it was a good idea that only 23% of the patients who took part in the survey knew of the complaints policy. It shows that no one wishes to put in a complaint or hasn't been putting in too many complaints.

We have the complaints policy on the website and APP for patients to access and most patients always go to the reception in any case, to ask for information. Hence we are not going to advertise this too much.

QUESTION SIXTEEN

Have you enrolled or signed up to online services? Online services refer to patients logging in from home and request repeat prescriptions, access their medical records or book appointments with the GP. If no, and you have internet access and would like to enroll in online services, then please go to reception and request this service.

Number of responses: 209



This question threw light on a potential issue in that we don't have as many patients signed up to the system one online services as we would like.

The members discussed how we should advertise it more.

We think perhaps patients don't know how to use it and should do a presentation to show this? SK thought of a YouTube video that could be put on the TV to demonstrate how to use the various areas of the online services.

Many members at the meeting did not realise that one can access their blood test results and read coded information online.

Patients can request this feature by clicking on the button as per the snapshot below. However again, SK needs to try and show this positive aspect to patients. A leaflet would be an idea.

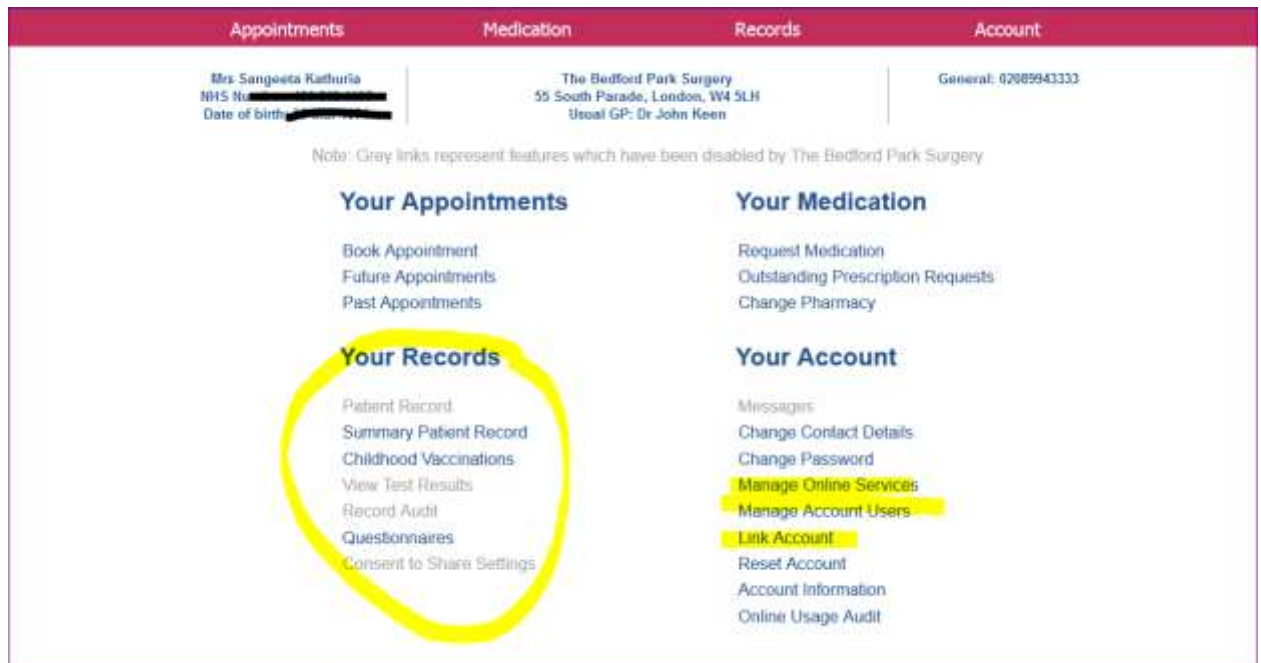
SK will explore the various possibilities and get back to the members.

It was also discussed how patients don't get a response when they request a special request when asking for medications online. The surgery get a task but not an email and it was suggested that for the queries, reception should email the patient and let them know that their query is being handled.

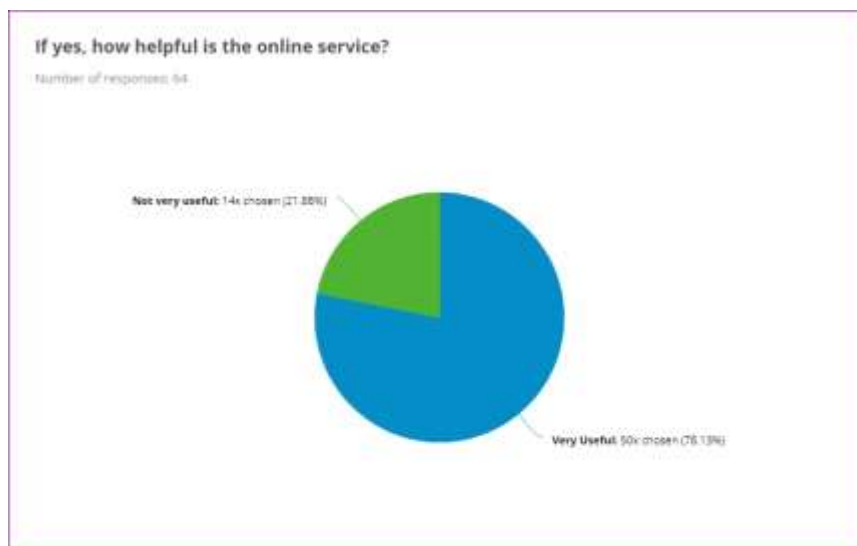
SK will speak to reception staff about this.

It was discovered after the meeting, on asking the system one technical team, that the APP for system one online does NOT have the same functions as the actual website. You can request more via the website and the APP has limited uses so the website is a better option for patients. This will be included in the leaflet that SK will design.

See snapshot below of the front log in page of system one online on the website and in the highlighted areas, you can click here to request access to records and see your blood test results etc

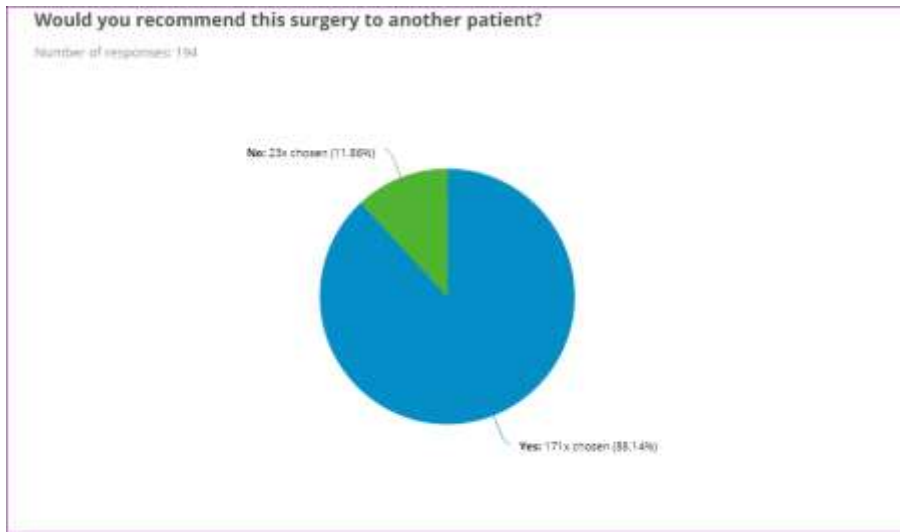


QUESTION SEVENTEEN



For the patients who DO use the service and know how to use it effectively, this result was quite obvious. System one online has a lot to offer patients in looking into their care from the comfort of their home.

QUESTION EIGHTEEN



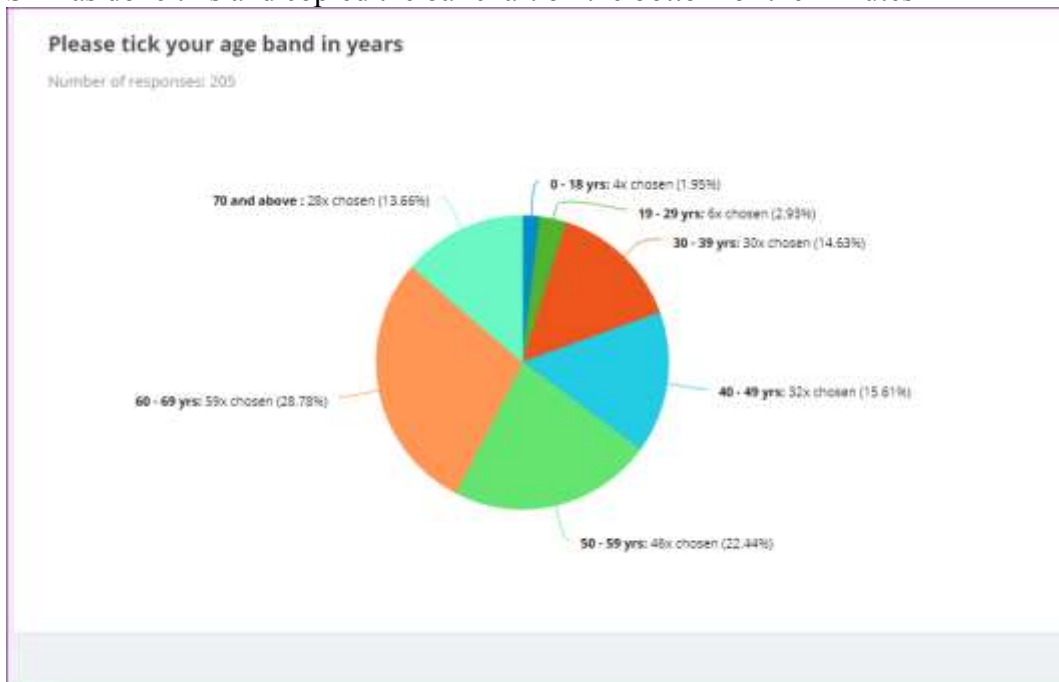
This was another very positive result and we also had many positive comments left by patients at the end of the survey which were shared amongst the surgery team.

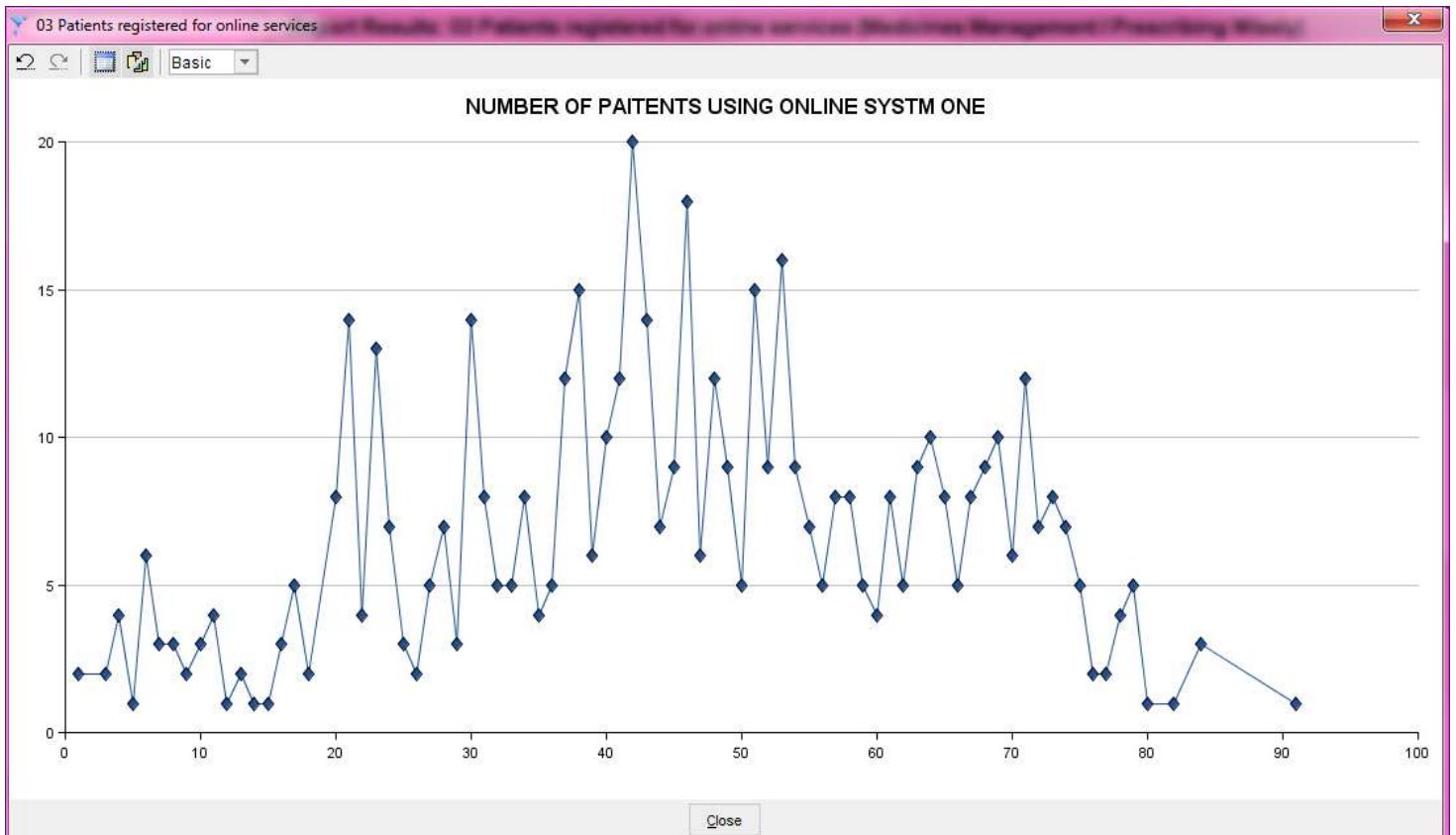
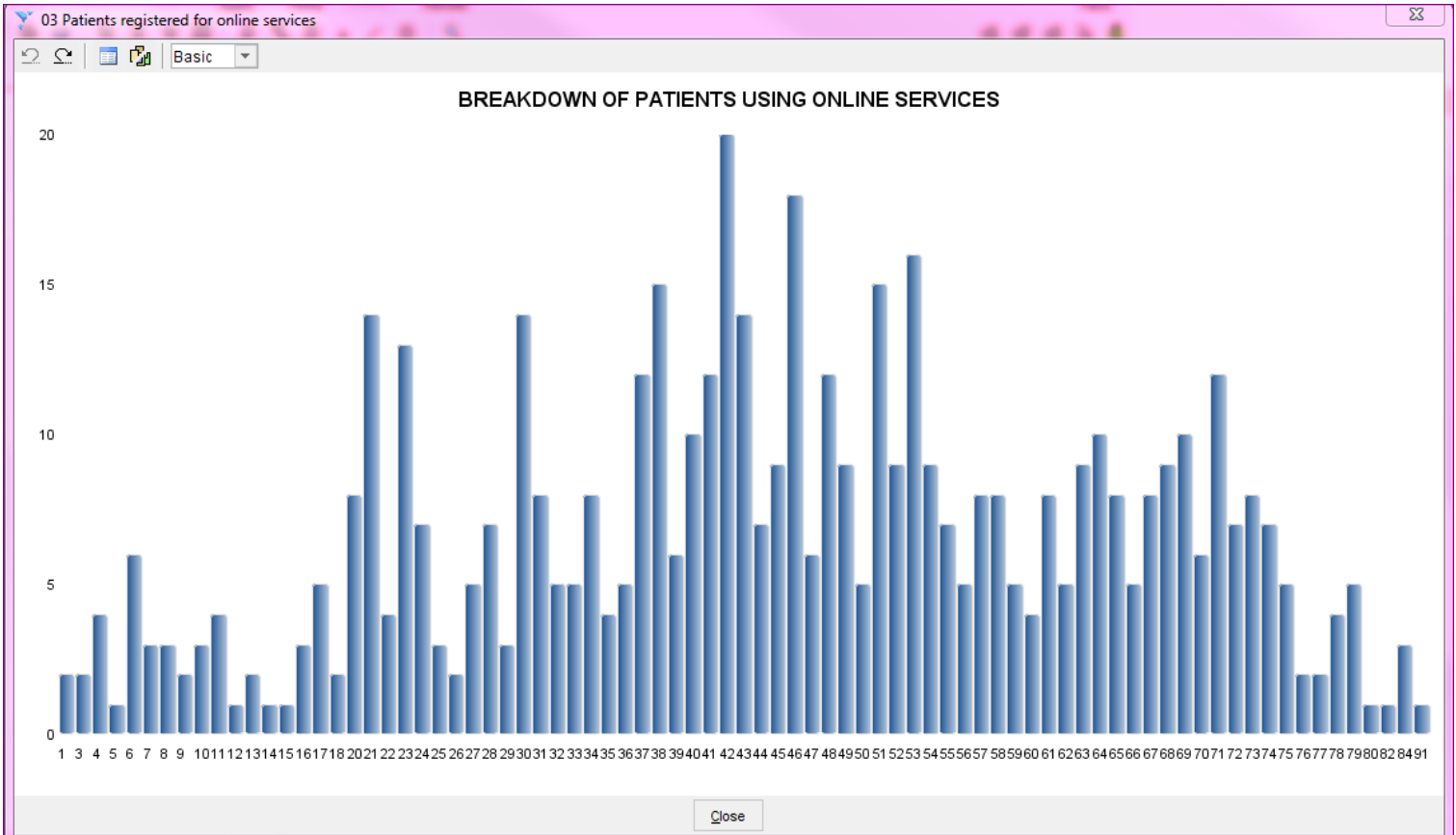
At the end of the survey we were able to see a breakdown of the patient age groups – see below.

This showed that the highest percentage of the patients who did the survey were over 50 years.

The members asked SK to see if she could get a breakdown of our patient list size who is online and their age group.

SK has done this and copied the bar chart on the bottom of the minutes





**We didnt get an opportunity to discuss the next meeting date and set a date and time.
SK will look into a time after summer when we can get together for the Autumn meeting.**