

## Patient Participation Group

Minutes of meeting held on Wednesday 5<sup>th</sup> February 2020

Present: Dr Jagjit Takhar (JT), Michelle Ford (MF), Jan Chalk (JC), Kay Newton (KN), Joseph Fitzgerald (JF), Peter Laws (PL), Denise Kennard (DK), Sue Howe (SH)

Apologies: Kim Handel, Pauline Williamson

| Agenda number | Items Discussed  | Action Notes |
|---------------|--|--------------|
| 1             | <b>Apologies for absence</b>   | Noted above. |
| 2             | <b>Actions from previous minutes</b><br>Agreed, approved as correct record.  |              |
| 3             | <p><b>Premises Co-location</b></p> <p>Dr Takhar confirmed that he &amp; MF continue to liaise with the CCG, NHS England &amp; Town Council regarding co-location plans for the short term to enable Parsonage to obtain additional space in Kitwood Unit, once detailed plans are confirmed, these will be shared with patients. It is currently envisaged that we may need to remain onsite during building works, however we are working towards finding suitable solutions to aid speed of construction.</p> <p>Surgery staff &amp; patients voiced their concerns relating to insufficient car parking space at Herts &amp; Essex &amp; regarding the lack of community / bus transport.</p> <p>Dr Sarah Dixon from South Street Surgery has drafted a letter that we can also forward to the Town Council requesting their support with transport issues to Herts &amp; Essex Hospital.</p> <p>PL felt that due to growing population of Bishops Stortford area the town justified a 24/7 A&amp;E service perhaps on a smaller scale as currently our nearest urgent care centre is Welwyn Garden City. JT explain the Stort Valley Healthcare Federation had looked at the potential of providing a wrap around service, however this was not an approved plan by CCG / NHS England.</p> <p>PPG members confirmed they are happy to support surgery in any way they can to facilitate smooth transition of co-location &amp; lobbying for better parking / transport / shuttle bus options for patients to reach Herts &amp; Essex Hospital.</p> <p>A new telephone system for the surgery was discussed during the meeting &amp; JT reiterated that this would be reviewed in line with the reconfiguration of Kitwood Unit, we would also involve PPG when deciding which telephone system suits staff / patient needs.</p> <p>JT is also looking at suitable longer term premises &amp; has been in discussion regarding this with CCG, NHS England, Town Council &amp;</p> |              |

|                  | <p>Developers, this is ongoing.</p> <p>The potential of changing our current name was discussed, some of the PPG members attending did feel that as Parsonage Surgery has an excellent reputation within Bishops Stortford / surrounding areas they would like to keep the current name. Agreement to review this further in future.</p>  |  |                             |                                  |   |   |                                       |   |                              |   |   |                                       |  |                  |                            |   |   |  |
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| 4                | <p><b>Patient Survey ‘You said – We listened’</b></p> <p>Patients recently took part in The Clinical Commissioning Group for East &amp; North Hertfordshire (CCG) survey, which examined the design &amp; development of services, along with quality monitoring. 2.93% of our patients responded (the target response rate set by CCG was 2%). The results were shared previously with the PPG who also organised a ‘one-off’ meeting on 19.11.19 to summarise findings; identify our areas of good practice, along with identifying areas for improvement. The findings were then shared by PPG with the Surgery &amp; those issues identified were reviewed, with response /action taken reported back to PPG at today’s meeting. – please see below:</p> <p><b>Issues identified from the patient survey &amp; reviewed by PPG members:</b></p> <table border="1" data-bbox="352 1010 1211 1308"> <thead> <tr> <th data-bbox="352 1010 405 1081"></th> <th data-bbox="405 1010 751 1081">Highlights of good practice</th> <th data-bbox="751 1010 1211 1081">Areas identified for improvement</th> </tr> </thead> <tbody> <tr> <td data-bbox="352 1081 405 1158">1</td> <td data-bbox="405 1081 751 1158">Medical staff are professional &amp; caring</td> <td data-bbox="751 1081 1211 1158">Long wait for Non-Urgent appointments</td> </tr> <tr> <td data-bbox="352 1158 405 1234">2</td> <td data-bbox="405 1158 751 1234">Welcoming &amp; friendly culture</td> <td data-bbox="751 1158 1211 1234">Telephone contact difficult at peak times</td> </tr> <tr> <td data-bbox="352 1234 405 1308">3</td> <td data-bbox="405 1234 751 1308">Good access to emergency appointments</td> <td data-bbox="751 1234 1211 1308">Promotion &amp; provision of Extended Access Service</td> </tr> </tbody> </table> <p><b>Response/Actions undertaken by Parsonage Surgery:</b></p> <table border="1" data-bbox="352 1429 1211 2024"> <thead> <tr> <th data-bbox="352 1429 405 1496">Issue identified</th> <th data-bbox="405 1429 1211 1496">Response/Action undertaken</th> </tr> </thead> <tbody> <tr> <td data-bbox="352 1496 405 2024">1</td> <td data-bbox="405 1496 1211 2024"> <p>Long wait for Non-Urgent appointments</p> <p>As of our appointment audit on 07.01.20, the next routine appointment with a GP Registrar was 14.01.20, with Dr Jagjit Takhar it was 22.01.20, &amp; with Dr Pritpal Takhar it was 30.01.20.</p> <p>Both Dr Takhar’s are now GP Trainers, which does mean that they have needed to add supervision slots within their rotas. They review all patient notes that have been seen by the GP Registrars/Trainees/Paramedic/new clinicians. Patients are therefore being reviewed indirectly by Senior GP’s.</p> <p>Rota’s are regularly adjusted &amp; opened up to try to meet patient demands, with average appointment wait time being 2 weeks in-house &amp; possibly similar nationally.</p> </td> </tr> </tbody> </table> |  | Highlights of good practice | Areas identified for improvement | 1 | Medical staff are professional & caring | Long wait for Non-Urgent appointments | 2 | Welcoming & friendly culture | Telephone contact difficult at peak times | 3 | Good access to emergency appointments | Promotion & provision of Extended Access Service | Issue identified | Response/Action undertaken | 1 | <p>Long wait for Non-Urgent appointments</p> <p>As of our appointment audit on 07.01.20, the next routine appointment with a GP Registrar was 14.01.20, with Dr Jagjit Takhar it was 22.01.20, &amp; with Dr Pritpal Takhar it was 30.01.20.</p> <p>Both Dr Takhar’s are now GP Trainers, which does mean that they have needed to add supervision slots within their rotas. They review all patient notes that have been seen by the GP Registrars/Trainees/Paramedic/new clinicians. Patients are therefore being reviewed indirectly by Senior GP’s.</p> <p>Rota’s are regularly adjusted &amp; opened up to try to meet patient demands, with average appointment wait time being 2 weeks in-house &amp; possibly similar nationally.</p> |  |
|                  | Highlights of good practice   | Areas identified for improvement                 |                             |                                  |   |   |                                       |   |                              |   |   |                                       |  |                  |                            |   |   |  |
| 1                | Medical staff are professional & caring   | Long wait for Non-Urgent appointments            |                             |                                  |   |   |                                       |   |                              |   |   |                                       |  |                  |                            |   |   |  |
| 2                | Welcoming & friendly culture  | Telephone contact difficult at peak times        |                             |                                  |   |   |                                       |   |                              |   |   |                                       |  |                  |                            |   |   |  |
| 3                | Good access to emergency appointments   | Promotion & provision of Extended Access Service |                             |                                  |   |   |                                       |   |                              |   |   |                                       |  |                  |                            |   |   |  |
| Issue identified | Response/Action undertaken  |  |                             |                                  |   |   |                                       |   |                              |   |   |                                       |  |                  |                            |   |   |  |
| 1                | <p>Long wait for Non-Urgent appointments</p> <p>As of our appointment audit on 07.01.20, the next routine appointment with a GP Registrar was 14.01.20, with Dr Jagjit Takhar it was 22.01.20, &amp; with Dr Pritpal Takhar it was 30.01.20.</p> <p>Both Dr Takhar’s are now GP Trainers, which does mean that they have needed to add supervision slots within their rotas. They review all patient notes that have been seen by the GP Registrars/Trainees/Paramedic/new clinicians. Patients are therefore being reviewed indirectly by Senior GP’s.</p> <p>Rota’s are regularly adjusted &amp; opened up to try to meet patient demands, with average appointment wait time being 2 weeks in-house &amp; possibly similar nationally.</p>   |  |                             |                                  |   |   |                                       |   |                              |   |   |                                       |  |                  |                            |   |   |  |

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|          | <p><b>2</b> Telephone contact difficult at peak times</p>            | <p>Patients are able to utilise our online access (SystemOnline / NHS APP) &amp; our reception team continually promote this. A report run on our clinical system on 07.01.20 showed that 4168 patients at Parsonage Surgery (59%) have online access.</p> <p>We continue to send text / letters offering online access to those not registered to use online services – our team also continue to try to engage this cohort of patients &amp; any newly registered patients are automatically offered online access set up / passwords.</p> <p>Patients also have the ability to email queries / appointment requests etc directly to our reception/admin email account <a href="mailto:parsonageadmin@nhs.net">parsonageadmin@nhs.net</a> which is manned during opening hours &amp; patients usually receive a response same day.</p> <p>In line with the CCG/NHS England Kitwood Unit reconfiguration, we will explore the possibility of installing a new telephone system, which is envisaged will assist in patients being able to contact the surgery.</p> |   |
|          | <p><b>3</b> Promotion &amp; provision of Extended Access Service</p> | <p>The Extended Access Service has previously been promoted by the surgery, details were sent to PPG members via the PPG email account, promoted via SMS to patients with mobile numbers recorded &amp; via our website. Details were also added to the bottom of our email responses to patients. Our staff have previously &amp; continue to offer appointments at the extended hub, giving venue / time / clinician choices to suit patient needs.</p>  | <p>The PPG feedback in relation to the CCG Survey was that they felt the survey had design flaws &amp; that they wished for their views to be conveyed to the CCG. The PPG felt that in their opinion, due to the large effort &amp; resources involved in the CCG organising this survey, an opportunity had been lost in gathering more accurate &amp; qualitative feedback on local NHS services. The PPG felt the survey should not be run again in its current format &amp; members of Parsonage PPG would be happy to provide further clarity to the CCG in relation to their concerns.</p> <p>MF confirmed she had emailed the CCG on 25.11.19 with the above details requesting a response &amp; emailed again on 15.01.20 – however to date no response has been received.</p> |
| <p>5</p> | <p><b>CQC Annual Regulatory Review</b></p>                           | <p>MF advised that on 17<sup>th</sup> December 2019 Parsonage Surgery had their CQC Annual Regulatory Review conference call with a CQC Inspector.</p> <p>The review is intended to formalise CQC monitoring activity with practices rated good or outstanding and to bring more consistency to their decisions about when and what they inspect.</p>  |   |

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|   | <p>The annual regulatory review is not an inspection and it cannot change our rating.</p> <p>Questions were asked relating to any changes since our last inspection in May 2018, &amp; we gave examples of how our team ensure we are Safe, Effective, Responsive, Caring, Well Led &amp; discussed how we support different Population Groups i.e. Older people, Long term conditions, Families/Young children, Retired / Students, Vulnerable, Mental Health / Dementia etc.</p> <p>Following this, the CQC will review our responses &amp; formulate their decision. We were advised they would update us potentially in mid-January 2020. If they are satisfied that we still meet the required standards, we will not require a full inspection &amp; will continue next year with another annual review phone call, should anything significant be highlighted, they would carry out a planned inspection visit.</p> <p>We are currently still awaiting the decision &amp; will update patients once this is received.</p>  |  |
| 6 | <p><b>National GP Survey</b><br/> <b>Your views can help improve local GP and health services</b></p> <p>MF highlighted that some patients registered at Parsonage Surgery will soon be invited to take part in a national survey about their experiences of local NHS services. The survey is sent out annually in January.</p> <p>It covers issues that concern patients, such as access to care and satisfaction with treatment.</p> <p>If you receive a questionnaire, please help NHS England by filling it in as soon as possible.</p> <p>It is really important that your views are heard, even if you have received a questionnaire like this before. Your response will help us to improve GP practices and other local NHS services so they better meet your needs.</p> <p>Visit <a href="http://www.gp-patient.co.uk">www.gp-patient.co.uk</a> to find out more</p> <p><b>Who is this actually from?</b><br/> <a href="http://www.ipsos-mori.com">Ipsos MORI</a>, an independent research agency, administers the survey on behalf of NHS England.</p> <p><b>When is the survey sent out?</b><br/> The survey is sent out annually in January.</p> <p>This is the fourteenth year that the survey has been carried out in England. Between March 2016 and July 2011 the survey took place twice a year, having previously been conducted on a quarterly basis (April 2009-March 2011) and annually (January 2007-March 2009).</p> <p><a href="http://gp-patient.co.uk/faq">http://gp-patient.co.uk/faq</a></p> <p>Details have also been added to our website &amp; our TV screen in our</p> |  |

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|   | <p>waiting room, we would encourage patients to complete the survey once received.</p>  |  |
| 7 | <p><b>Wellbeing Event</b></p> <p>Church Street Surgery PPG is looking to potentially hold a Wellbeing event at Apton Road in Spring 2020. This would focus on health screening promotion such as cancer screening, cervical smears, mental health &amp; general wellbeing services.</p> <p>Our PPG have been invited to take part &amp; confirmed they would be interested in attending once date is confirmed, however would not be able to commit to the organisation of such event. The PPG felt that small / intimate health promotion events were better received locally.</p>   |  |
| 8 | <p><b>Staffing Update</b></p> <p><b>New Starters:</b></p> <p>Jodie – Practice Nurse joined us on 02.12.19 &amp; is continuing to expand her clinical knowledge attending training courses &amp; completing in-house training in Asthma, COPD, Diabetes, and Contraception.</p> <p>Dawn – Receptionist joined 04.02.20 having previously worked at a local GP Surgery &amp; having 3 years in the reception based role.</p> <p><b>Leavers:</b></p> <p>Sue – Receptionist joined 25.11.19, however was offered another role as Phlebotomist at Broomfields Hospital &amp; was keen to utilise her clinical skills &amp; therefore left on 03.12.19</p> <p>Gemma – Practice Nurse – currently on maternity leave however will leave us officially on 06.04.20 due to being offered another role that she would like to pursue.</p> <p>Sadie – Paramedic will be leaving on 18.02.20. She has been offered a role as Education/ Training Manager with East of England Ambulance Service.</p> <p>Dr Sampson – Six month GP Registrar rotation at Parsonage Surgery ended on 04.02.20.</p> <p><b>Additional Staff:</b></p> <p>GP Registrar – we are currently awaiting an update from the Medical Education Department at Princess Alexander Hospital as to whether we will be allocated another GP Registrar &amp; a potential start date.</p> <p>Concerns were raised by PPG relating to the dedicated training / time provided to staff who subsequently leave employment.</p> <p>MF &amp; JT discussed issues encountered with staff changes &amp; impact of providing training / mentoring which subsequently is lost. This appears to be reflected across the sector &amp; it would be hoped that future training provided by GP's / surgery would encourage staff to stay &amp; develop skills</p> |  |

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|   | <p>to benefit Parsonage patients.</p> <p>JT confirmed we would be reviewing our staffing needs in relation to the potential recruitment of a Clinical Pharmacist, Practice Nurse or Nurse Prescriber. We may potentially increase our Healthcare Assistant role too.</p>   |   |
| 9 | <p><b>DNA Figures</b></p> <p>DNA figures for 2019 &amp; Jan 2020 were reviewed by all. Still concern over the number of appointments not attended &amp; not cancelled, impacting on patients needing to be seen.</p> <p>PL/JF suggested further promotion of Online services with possibly a video link sent via text message whereby patients could view how to use online system. JF also advised he was happy to offer training to patients.</p> <p>MF advised all information &amp; videos are currently available on our website:</p> <p><a href="https://www.parsonagesurgery.co.uk/pages/Online-Services">https://www.parsonagesurgery.co.uk/pages/Online-Services</a></p> <p><b>Watch the below video's for guidance on how to use SystmOnline &amp; NHS APP:</b></p> <ul style="list-style-type: none"> <li>• Registering and updating your details in the SystmOnline on web application <a href="https://www.youtube.com/watch?v=JBxzcnpBjS8">https://www.youtube.com/watch?v=JBxzcnpBjS8</a></li> <li>• Booking and Cancelling Appointments in SystmOnline web application <a href="https://www.youtube.com/watch?v=riXcWbl3S5g">https://www.youtube.com/watch?v=riXcWbl3S5g</a></li> <li>• Ordering repeat prescriptions in the SystmOnline web application <a href="https://www.youtube.com/watch?v=mbGPOCP4P7w">https://www.youtube.com/watch?v=mbGPOCP4P7w</a></li> <li>• <a href="https://www.youtube.com/watch?v=421wy0ND9Ls">https://www.youtube.com/watch?v=421wy0ND9Ls</a></li> <li>• Using the NHS APP <a href="https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/">https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/</a></li> </ul> <p>All agreed that patients do need to take responsibility for cancelling appointments, however at times there may be mitigating circumstances i.e. mental health issues / transport issues / inability to get through on phones. PL asked if reminder text could be set up a week before appointment as well as the current confirmation of booking text &amp; appointment reminder sent the day before appointment. MF has reviewed this with our system provider, however only one reminder date can be set not numerous reminders.</p> <p><b>Reminder that patients can cancel appointments via methods below:</b></p> <ol style="list-style-type: none"> <li>1. Cancel online using SystmOnline/NHS APP (if registered)</li> <li>2. By email to <a href="mailto:parsonageadmin@nhs.net">parsonageadmin@nhs.net</a></li> <li>3. By telephone – call us on 01279 827608</li> <li>4. In person – pop into surgery &amp; advise receptionist.</li> </ol> <p>JF / PL &amp; JT discussed providing a ratio of DNA's per registered patient may be a more valid representation of DNA total than current format.</p> | <p>MF to follow up with clinical systems provider re possibility of more reminders texts being sent to patients – MF confirmed this has been explored &amp; update provided within minutes.</p> <p>Reception manager to</p> |

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|    | <p>Discussion took place relating to message left by staff on phones for patients, however patients having difficulty making contact as phones busy. Patients felt that receptionist advising within their voicemail that patients can also email in to <a href="mailto:parsonageadmin@nhs.net">parsonageadmin@nhs.net</a> would assist.</p>  | <p>update reception staff to mention contact can be made via email.</p> |
| 10 | <p><b>Chair Position</b></p> <p>Previous Chair had retired from post &amp; email had been circulated to PPG members requesting new candidates for the role of Chair. No applicants received, therefore it was agreed that KN current Vice Chair would remain in post &amp; be supported by PPG. KN confirmed she would attend CCG meetings if local, however would not be able to attend meetings further afield, which is often the case with meetings taking place in Welwyn / Hatfield etc. PPG thanked KN for her attendance at meetings &amp; input.</p> <p>Should any patients be interested in Chair role, they are able to contact PPG via <a href="mailto:parsonageppg@nhs.net">parsonageppg@nhs.net</a></p> |   |
| 11 | <p><b>PPG Newsletter</b></p> <p>Following the successful production of our first newsletter in November 2019, the PPG discussed the proposed content of the next quarterly edition.</p> <p>Content was agreed by all &amp; newsletter will be produced by JF &amp; PL.</p> <p>Should anyone have any further suggestions for newsletter content, please feel free to contact our PPG via <a href="mailto:parsonageppg@nhs.net">parsonageppg@nhs.net</a> or alternatively you are welcome to attend our next PPG meeting.</p>  | <p>MF/JC to send JF nhs links to vaccinations available</p>             |
| 12 | <p><b>AOB</b></p> <p>PL complimented the reception team in relation to recent contact with them &amp; KN complimented Zoe from our reception team.</p> <p>DK complimented Jodie our Practice Nurse</p> <p>MF advised she would pass details onto the team.</p>  |   |
| 13 | <p>Meeting closed 8.50 pm</p> <p><b>Next meeting: Wednesday, 6<sup>th</sup> May @ 7.00 pm</b></p>   |   |

