

**EAST WING SURGERY
PATIENTS REFERENCE
GROUP**

ANNUAL REVIEW

APRIL 2015 – MARCH 2016

ONGOING MARKETING OF THE PRACTICE PATIENT REFERENCE GROUP

The practice has had a Patient Reference Group for some time now. We continue to encourage patients to join the group by advertising in the practice, via newsletters from time to time and on the practice website. All new patients are advised of the group via information in the new patient registration pack.

There is a noticeboard dedicated to the Patient Reference Group just inside the entrance to the surgery together with a patient suggestion box.

We would welcome any patient or patient carer aged 16 or over to participate in the group irrespective of gender or ethnic background. Please ask at reception or complete a form which can be found on the website or next to the patient suggestion box.

We had a specific campaign this year to highlight the group and to encourage others to join. This was carried out during the Flu campaign Saturday morning sessions. This resulted in an additional 2 patients expressing an interest.

The practice group is presently made up of 9 patients, 6 women and 3 men.

The age range of the patients is as follows:

35-44	2
55-64	2
65-74	3
75+	2

AGREEING PRIORITIES

At the first meeting of 2015 the following action plan was agreed:

Surgery to look at unused appointments during October 2016 and bring findings to the next meeting for discussion

Online Access – to continue to promote Online access.

Aim to recruit additional members to the PRG. Promote during Saturday Morning flu clinics

To set up Terms of Reference

Availability of appointments

The Patient Reference Group agreed that they would like the surgery to look at any unused appointments.

What actions were taken to address this priority?

The surgery collated information regarding unused appointment during the month of October 2015. The findings were presented to the PRG at the meeting in February 2016

Results of actions and impact on patients?

The PRG agreed that our surgery was no different to any other in the locality. All surgeries are having issues at the present time not only across South Tyneside but nationally, this is evident from the considerable media coverage.

This is an area that the surgery has looked at on numerous occasions and has made changes to the appointment system following reviews. Whilst a lot of work has gone into this area we were unable to make any major improvements.

The consensus of the PRG was that we should concentrate on areas that improvements could be made

Online Access to the Practice

To continue to promote Online access

What actions were taken to address this priority?

Staff actively promotes this service.

All new patients are asked at new patient registration if they wish to register.

New poster display in the surgery

Results of actions and impact on patients?

We presently have 1581 patients registered for Patient Facing Services (new name for Online Access) of these patients 678 have a live/active status.

The use of the online facility will certainly reduce the number of telephone calls to the surgery, therefore leaving the lines open and available to others who do not have access to this service.

Recruit additional members to the Patient Reference

The surgery has had a Patient Group for some years now however, we have not been particularly successful in attracting new members to the group to ensure that the group is a true representation of the practice population.

What actions were taken to address this priority?

To promote the PRG at the Saturday morning Flu clinics.

Information included in the practice newsletters and also as part of new registration

Results of actions and impact on patients?

Surgery display during the October 2015 Saturday flu clinics.

2 patients have expressed an interest, 1 of whom has attended a meeting already

To set up Terms of Reference

To formalise how the group operates

What actions were taken to address this priority?

Practice Manager drafted a Terms of Reference document

Results of actions and impact on patients?

Document presented at the PRG meeting of 17th February 2016. Members provided with a copy.

Members given time to review the document and raise any issues with the surgery practice manager by 17th March 2016.

No issues raised by that date.

To be formally agreed at the next meeting of the PRG which is due in May 2016

How has the practice engaged with the Patient Reference Group and made efforts to engage with seldom heard groups?

The practice has regular meetings with the Patient Reference Group and minutes from each meeting are available on a notice board in the surgery and also on the practice website.

The practice continues to promote the group in the surgery.

Has the practice received patient and carer feedback from a variety of sources?

Feedback has been received via the Friends and Family Test (details are available on the website) We are also presently undertaking a survey in the surgery for face to face attendees We have a suggestion box in the surgery next to the Patient Reference Group board, these suggestions are reviewed with the Patient Reference Group. We receive feedback via NHS Choices and also via patient letter and telephone call.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

We discussed priority areas for the surgery to concentrate on over the year with the Patient Reference Group and this is recorded in the minutes of the group meetings.

SEE BELOW MINUTES OF MEETINGS THROUGHOUT THE YEAR

PATIENT PARTICIPATION GROUP
MEETING
WEDNESDAY 23RD SEPTEMBER 2015 @6PM

Present

Lynn Junner (LJ)

June Mason (JM)

Derek Middleton (DM)

Toni Sambridge (TS)

Geraldine Kilgour (GK) amended 18.2.16

Dr Zaidi (ZZ)

Mary Davidson (MD)

Agenda

Apologies

Eddie McIntyre

Stella Matthewson

Previous Minutes

Confirmed

Moving Forward

A discussion took place with regards to areas for the Patient Participation to concentrate on moving forward.

Areas discussed:

Appointments:

Throughout October surgery to monitor how many appointments hadn't been used and bring these results to the next meeting

Online Access:

Often perceived as a problem to get through to the surgery – to continue to promote Online access with a view to alleviating the pressure on the phone system, as there is no option to change the phone system that we use (extensions of the hospital switchboard)

Surgery to promote this during November

More patients involved in the Patient Participation Group:

We would ideally like the patient group to be made up of patients representing the whole practice population. Whilst we have tried in the past there have been a number of groups that have been difficult to get involved.

To promote the PPG during the Saturday morning Flu clinics. To include information in Practice Newsletter

Terms of Reference:

To set up some terms of reference for the group. MD to draft and present at the next meeting.

Jarrow GP Practice and Walk in Centre:

Brief discussion as to the practices thoughts on the impact of the relocation of the Walk in Centre with effect from 1.10.15

The GP Practice element have all been advised that their care will be looked after by Mayfield Medical Centre, however, a number of patients have already registered with ourselves and we continue to get a steady stream of patients.

The hub will provide patients with access directly to A&E, Walk in Centre and Out of Hours GPs by attending 1 single point.

Meeting closed at 7.10pm

PATIENT PARTICIPATION GROUP

WEDNESDAY 17TH FEBRUARY 2016

PRESENT

Eddie McIntyre (EM)

Lynn Junner (LJ)

Paul Sim (PS)

Stella Matthewson (SM)

Geraldine Kilgour (GK) part

Dr Zaidi (ZZ)

Mary Davidson (MD)

APOLOGIES

Toni Sambridge

June Mason

Ivy Turnbull

Derek Middleton

AGENDA

PREVIOUS MINUTES

Minutes confirmed after amendment of adding GK into the attendance list

TERMS OF REFERENCE

MD produce a draft copy of Terms of Reference as discussed at the meeting of 23.9.15

Members to review and advise the practice of any concerns, issues, changes, suggestions by 17th March 2016

APPOINTMENTS

As discussed at the meeting of 23.9.15, surgery monitored the number of appointments not used during October 2015.

10 GP appointments

3 Practice Nurse

10 Nurse Practitioner

1 Healthcare Assistant

This combined with the appointments that patients failed to attend (130 appointments – some of which were flu clinic appointments which accounts for the larger than average number) amounted to an additional 154 appointments

Discussion around appointments. All surgeries having issues at the present time not only across South Tyneside but nationally.

One member suggested that we may wish to consider a system that is used at another local surgery. Surgery opens at 8.30 and deals with patients who are waiting, the phone lines are then opened at 8.45. No decision was made as to utilisation of this suggestion.

This is an area that the surgery has looked at on numerous occasions. Consensus was that we were unable to make any major improvements in this area and that the surgery should concentrate on areas that improvements could be made.

Brief discussion as to whether or not the relocation of the Walk in Centre has had an impact on the demand for appointments in the surgery. It was suggested by the group that the 'Hub' provided a patient triage and then patients had to wait up to 4 hours to be seen, this wasn't the format that was advertised.

The practice is conscious that this continues to be an area of concern and are always willing to listen to suggestions for change.

ONLINE ACCESS

The surgery has continued to promote this and will continue to do so, as a lot of patients are still not aware. We are hopeful that if we can increase the number of people using online access this will alleviate the pressure on the telephones on a morning.

Online access is changing and by the end of March 2016 we will be able to offer access to coded information on the patient medical record.

MD asked if any members would be willing to register and use as a test patient and feedback to the group. LJ volunteered. Any other members who wish to volunteer please contact the practice.

Presently available is Appointment Booking, Repeat Medication request, Allergies, Immunisations

PPG NEW MEMBERS

Welcome to Paul who joined us today and we look forward to welcoming Ivy at the next meeting

PATIENT SURVEYS

We presently do a 'Friends and Family Test' every month.

In 2015 162 forms were completed the following ratings were given

Extremely Likely	97	59.87%
Likely	47	29.01%
Neither Likely or Unlikely	12	7.4%
Unlikely	3	1.8%
Extremely Unlikely	2	1.2%
Don't know	1	0.6%

In January 2016 we have already had 111 completed forms this is due to proactive approach in the surgery.

We would like to survey patients on areas of concern that we can address.

Decision made to survey patients on the care that the patient received once they get an appointment.

See attached example survey.

To be handed to the patient by the clinician at the end of the consultation as a starting point. To discuss whether or not to target patients via text message in the future following review of the results from the initial survey.

Results to be brought to the next meeting.

MOBILE PHONE POLICY

Members views sort as to the actions taken by the practice following the complaint received regarding inappropriate use of a mobile phone in the surgery.

Mobile phone policy is available on the surgery website.

ANY OTHER BUSINESS

Process to act on fax for prescription

MD explained that the GPs dealt with a large amount of admin work on a daily basis in the form of hospital letter, laboratory results etc. and that there needs to be a cut-off point daily for actions otherwise they would be bombarded continually throughout the day.

Generally work received by 12 o'clock would be dealt with on the day anything received after 12 would be dealt with the following day unless the issue was extremely urgent.

NEXT MEETING

Discussion around the number of meetings and the dates for next meeting.

Agreed that the next meeting date would be included in the minutes.

Next Meeting 11th May 2016

Meeting closed at 7.30pm.