

Patient Participation Group
Virtual Zoom Meeting held on Monday 18th January 2021 at 4pm

Present:
JD, AJ, YG, JB, RA

Practice:
BC, DH

Apologies:
IW

Virtual Members: AH, DC, JB, AN, MH

DNA: JT

- 1 Chair opened and welcomed everyone.
- 2 Guest speaker – Debbie Hopkinson - Social Prescriber gave an account of her work.

Works for Kirklees Council and Community Plus Monday to Thursday - does not work Fridays
Contact details: debra.hopkinson@kirklees.gov.uk - mobile number 07966931621
Debbie works with Doctors surgeries as a social prescriber. Works with 8 practices in total.
Referrals from GP are none medical signposting and dealing with Isolation; Groups; Luncheon clubs' knit and natter; support to attend appointments at hospital etc.
Covid-19 roles changed to - contacting patient lists doing welfare checks re food, prescriptions and problems with housing etc.
Debbie is working from home. She is trying to ensure that older people who attended groups are not feeling isolated.
Works with Telephone befrienders S2R and IAPT re mental health. Food parcels. Age UK for hospital attendance support.
Voluntary organisations helping individuals.
Jan 2021 Supporting attendance to vaccination centres, following a referral from GPs only. for attendance at Cathedral House etc. Plus taxi companies and Denby Dale Centre minibus services which are working within COVID-19 restrictions and sanitisation. Assistance provided to finance attendance if required. Volunteers designated who live close to the patient requiring transport are paid 45p. per mile from the volunteer's house to the patient's house plus return.
Debbie was a presence in the surgery prior to COVID-19 handing out information, signposting and engaging with patients. She had two packs - wallets with items relevant to different age groups etc.
Brigid responded by saying what a valuable resource and wonderful service provided by Debbie. It is lovely to have her there.
Statistics are kept of her work by Kirklees and is shared with surgeries.

Action Point - Debbie would like inviting to our next meeting
- 3 **Apologies for absence:**

IW – see Membership item
AH – would have liked to attend today but unable to
JT – was mentioned she has been seen
- 4 **Minutes of last meeting:**

Minutes read and Action Point for BC re contacting patients to see if anyone is interested in joining had not been done, BC will action as this was an oversight.
Minutes accepted by RA and seconded by YG as an accurate record.

Action Point: BC to email patients re membership of PPG
- 5 **Membership:**

Actual members of PPG: 6 – IW resigned as of 18/01/21, asked if he wishes to become a VM, awaiting reply. This means we are now without a Membership Secretary, AJ to take on role temporarily.
Virtual members of PPG: 6 – MH asked about joining and would like to but not able to use Zoom, therefore will be a VM until we have physical meetings again.

Action Point: AJ to take on temporary role of Membership Secretary
- 4 **Treasurer's Report:**

YG Balance confirmed as £599.36 as reported in previous meeting, plus a further £100.00 donation at Christmas from a patient. A letter has been sent to Mr W thanking him for his kind donation. YG has at last been able to access accounts online and copied statements going back to 18/12/18 to date.
BC is holding the donation and will pay into an account and transfer to the PPG account, this will mean no one has to collect from surgery and go to PO/bank to pay in.
AJ asked if statements had started to be sent to YG. Has the bank been asked to change the postal address? AJ received paying in cards (new way of paying funds into accounts). No need for paying in book, just use ATM and this card. We have been provided with 5 cards. Suggest these been passed to YG but one to be kept by JD, AJ, BC and YG, with spare held by YG. AJ to drop into surgery on next appointment and BC will drop off at YG's home.
YG mentioned still a problem with out of date Debit Cards – tried to contact Barclays several times, holding on as long as over 40mins each time and getting no reply. JD also tried with same result.

Action Point: AJ to drop off paying in cards on next visit to surgery.

BC to pay donation into account. To drop paying in cards to YG.

5 Website:

Discussion re considering a new group photograph of PPG members will be held over until we are all able to meet and agree format.

NS has forwarded data on Website use to JD, who shared with the group:

Users: 2192

New users: 1504

Sessions: 4421

Session duration on average: 1.44 minutes

Most viewed pages in order:

Homepage

Prescriptions

online-services

appointments

contact-us

blood-test-results

online-forms

new-patients

register-your-interest-for-online-services

60.6% viewed surgery site on a mobile, **29.2%** via desktop, **10.2%** via tablet

Demographics:

27.5% 18*24

33.5% 25-34

15.5% 35-44

12.5% 45-54

5.5% 55-64

5.5% 65+

45.85% Female

54.15% Male

Action Point: new photo of group for website, to be taken when able.

6 Notice Board & Information Files:

JB has not been able to refresh the notice board due to COVID-19 and restricted access to surgery. JB will prepare something for next meeting.

Action Point: JB to prepare notice board info for next meeting.

7 PRGN, FFT meetings:

JD has circulated all meeting dates and minutes from all meetings and will continue to do so.

8 Waterloo Practice Information:

Online consultations are received via the e-consult form which are assessed on the day they arrive. Other requests come in via the telephone. Demand from both e-consult and same day telephone requests is very stressful for the staff due to the volume and quick turnaround time expected. Each e-consult needs to be assessed by someone in admin to sift out the admin tasks before passing the medical requests on to the duty doctor. The doctors are performing telephone consultations unless they feel it necessary to see the patient, then the patient is given an appointment to attend the practice. The nurses continue to see patients face-to-face for vaccinations, health checks, long term condition management, cervical screening, phlebotomy, etc.

An example of numbers of online consultations was given:

90+ for 1 doctor to look at in one day. Today as an example up to 3pm there had been 30+ e-consult requests and 30+ other issues. The surgery is adapting to a new way of working which requires a fast response time.

Initially only same day telephone appointments were available but now telephone appointments can be booked in advance.

For patients that need to attend surgery either for a nurse appointment or an essential doctor assessment there are only 6 patients allowed in the waiting room at a time, restricting the number of appointments that can be offered in a day.

If a patient misses the call from doctor it is recorded as a "No Show". When the patient telephones for a consultation they are advised that they can be added to either a morning or afternoon call back list on the day available. Unfortunately no more exact timings can be given for telephone consultations as the workload is so unpredictable. E-consultations are preferable as the patients can provide a lot of information and the doctor is able to consider the appropriate management of the condition prior to the telephone conversation.

BC confirmed that the number of no shows displayed on the waiting room screen is likely to be an old figure which she will remove.

Telephone calls to clinic were discussed. BC reported that the telephone system had been upgraded the previous week to allow for position in queue, all agreed this was a welcome addition. BC reported that the system now allowed for callers to stay in the queue for 30 minutes instead of the previous 15 minutes, before being informed that they would be cut off. It was agreed that this should be extended again to 50 minutes as telephone contracts can allow calls to be free for one hour. Also agreed that as the on hold and in queue music has been in place for a few years it is now time to change it. BC asked the PPG to come up with suggestions for the new music.

New Premises Engagement:

BC is finalising report to deliver to doctors.

186 responses were received:

What is important :

57% - Parking

49% - Nearby pharmacy

41% - Clean and safe

Responses identified the following things were important to consider in any building redesign:

- Expanding to allow for future needs
- Parking
- Privacy at reception desk

New Premises Venue Suggestions

Sports Soccer building and parking as the centre has now closed and is a big site?

JW Fitness Centre on Wakefield Road?

BC mentioned that the practice is in discussions with the architects who drew up the design of the current building.

GP Mori Patient Survey 2020:

265 sent out

112 returned

42% which is a good number of responses.

Patients expectation:

Chance of appointment: 68% National Average: 60%

Overall experience: 89% National Average: 82%

Receptionist helpful: 93% National Average: 89%

Ease of getting through: 54% National Average: 65%

Satisfaction of appointment

time: 56% National Average: 63%

New Post Box – a post box has been placed on the back entrance outside the door, for people who just want to hand in repeat prescriptions or documents to the practice, rather than enter the waiting area. This was a suggestion made by a patient.

Covid-19 The practice is working with over 20 other practices to deliver the Covid-19 vaccination programme. The practice is given a “fair share” of vaccines/appointments to use. One box of vaccines was received to administer on 16th/17th December 2020. Patients were given first injections and booked for their second injection three weeks later. In agreement with the other practices invites were to those oldest patients in the government’s priority group. There were 89 vaccine appointments available for our practice and 140 patients were rung to fill these appointments. Those given the first dose in December were given a second dose week commencing 4th Jan 2021 despite the government changing the rules on second doses that week.

Week commencing 1st January – a further 228 patients were invited by text. For those with the appropriate mobile phones they were able to book their appointments through text. Approximately 50 were able to do this. Others in the 228 had to be contacted by telephone. The telephone calls can be time consuming but the number of patients able to book by text is expected to increase as the offers go to younger patients.

Last week of 199 text invites only 50% received the text and the practice still have 60 patients to contact.

By 17th January all patients at the practice aged 80+ had received an invitation via text or telephone to book for their first Covid-19 vaccination.

Starting this week 18th January to invite those aged 75+ - hopefully less telephone work as an increased proportion of patients should be able to receive the text.

It is hoped that as the age groups reduce the amount of work by the surgery staff, having to ring patients, will reduce.

Staffing:

The surgery has had staff sickness/self isolation to deal with which impacts on telephone calls, causing delays.

Action Points: BC to look at lengthening the telephone cut off time to 50 minutes.

PPG to come up with suggestions for new music for telephone system.

BC to look into no show numbers on waiting room screen.

- 9 Correspondence:**
None no JT.
- 10 Communication:**
Telephone discussed in item 8.
- 11 Fund Raising:**
Nothing to report due to Covid-19.
- 12 Any other business:**
JD thanked BC and practice staff for managing during a difficult time. No other business raised.
- 13 Date of next meeting:**
22/02/21 @ 4pm via Zoom

Meeting ended at 6pm

ACTION POINTS:

- PPG new photo of group for website, to be taken when able.
to come up with suggestions to BC for new music for telephone system.
- BC to email patients re membership of PPG.
to look at and lengthening the telephone the cut off time to 50 minutes.
to look into no show numbers on waiting room screen.
to pay donation into account. To drop paying in cards to YG.
- AJ to take on temporary role of Membership Secretary.
to drop off paying in cards on next visit to surgery.
- JB to prepare notice board info for next meeting.