**PRG Meeting Notes - Tuesday 5th March 2019**

**Present**

Paul Stephens Patient Representative (Chairman)

Janet Neville Patient Representative

Dr Meena Locum GP

Angela Marwood Practice Manager

Kate Lamb Assistant Practice Manager

Rianne Norton Administrator (minutes)

**Apologies**

Gail Alexander Patient Representative

Sabrina Alexander Patient Representative

**Welcome and Introductions**

Angela introduced Dr Meena to the group, and explained that she had been working as a long-term locum GP at the surgery.

**Previous Minutes**

Minutes from the previous meeting were discussed.

Angela explained that unfortunately we have not received a clear answer from Medicines Management as to what happens to unclaimed Impp money but basically it will be absorbed back into the CCG.

Angela confirmed that the Impp money we were awarded was used to buy some new high back chairs for the waiting rooms, some wipeable chairs, blood pressure cuffs, blood pressure monitors and a dermatoscope. All items have been approved by the CCG and the purchase cost re-claimed up to the full figure.

**Pharmacy Team**

A question was asked as to whether the pharmacy team were still intending to come to a meeting to explain the work that they do.

Kate will invite a member of the team to come to the next meeting. We currently have Jinnan and Shibaz working at the practice carrying out medication reviews.

**Comments and Compliments**

As well as any written comments and compliments, we also now record all verbal comments and compliments as well as any cards and/or gifts received by members of staff at the practice. We are obliged to record all gifts given to members of staff.

It was confirmed that we can accept low-value gifts within strict guidelines. We cannot accept cash, gift vouchers, gift cards or cheques, or gifts over a certain value, as this could be seen as a bribe.

Hemsworth (October 2018)

*40 minutes plus wait is unacceptable. Some people work full time.*

Hemsworth (October 2018)

*The automated message is too fast, it does not repeat.*

Hemsworth (October 2018)

*Repeat script box is needed - 9 people waiting on one receptionist, 6 patients just waiting for script requests. I would like improved apt time keeping. Still waiting 10.55 for 10.10 apt - Everybody including staff would benefit and improves on efficiency of running reception.*

Verbal (October 2018)

*Family of deceased patient have brought in gifts for Dr Herrero, Dr Johnston and reception staff.*

Verbal (October 2018)

*Patient came in to bring box of chocolates for Chelsea (receptionist) to say thank you for the help she gave them last week.*

Verbal (November 2018)

*Very positive comment passed through Dr Nabi about Jayne Robson (advanced nurse practitioner). Very complimentary and keep up the good work.*

Verbal (December 2018)

*The patient’s wife has phoned to say thank you very much for sorting the respiratory problem out with the hospital. They have phoned him and sorted it out and she just wants us to know how much they appreciate it (secretarial team).*

Card – Cataract Service (December 2018)

*To Karen (administrator) – Thank-you so much for all the kindness you showed and the help you gave when we visited The Grange. My aunt is 100 years old and there was a problem with transport for her to get back to the Care Home. I cannot thank you enough for what you did.*

(January 2019)

*The appointment service is excellent. The staff are helpful and considerate. The standard of the medical care is second to none.*

Gift (January 2019)

*Dr Ahmed received a box of Thornton’s chocolates to say thank-you for the care he has given.*

Verbal (January 2019)

*Dr Nabi is absolutely brilliant, said it’s the first time she has seen him and thinks he’s fantastic.*

Verbal (January 2019)

*Patient’s mum said Dr Ahmed is absolutely amazing. He is an amazing doctor and person.*

Gift (January 2019)

*Bunch of flowers given to Helen Riley (advanced nurse practitioner) in thanks for the care given*

Gift (January 2019)

*Dr Meena received a bouquet of flowers from the parents of a baby taken seriously ill in the surgery to say thank you for saving her life.*

Kinsley (February 2019)

*Why do I have to go through all the rigmarole to get tablets sorted out and just because I did not have one for months. Telephone speaks too fast and does not repeat message. I was told that I was first on the list and then I was cut off.*

Hemsworth (February 2019)

*The 3 nurses who took my blood are the best in the business. You’re on my Xmas card list.*

Gift (February 2019)

*Dr Oye received hand-knitted matinee set from patient for his new baby.*

**Family and Friends Survey**

A question was asked as to whether we still handed out Family and Friends questionnaires. Kate explained that we do, but that we have a very poor uptake. Kate also explained that patients are able to complete the Family and Friends survey on our website. It is reported on monthly, and we do periodically have a drive on it to try and increase uptake figures.

A member of the group commented that in South Yorkshire the Family and Friends questionnaire is sent via a text message to patients following their appointment.

**Telephone Survey**

Negative feedback regarding our telephone system has been identified in previous surveys, including the National Patient Survey. Patients have stated that they find it difficult to get through to the surgery via telephone and then there are no appointments available once they do speak to a receptionist.

Overall our patients state that contacting the surgery is not an easy process and offers a poor experience. The results of these surveys were picked up by the CCG and, as they were below average, we needed to implement improvements and develop an action plan.

Angela explained that our new telephone system was installed approximately three years ago. She acknowledged that it was not a perfect system but it does work more effectively than the previous system. We are also able to record calls. However, we do still need members of staff to be able to answer the calls.

Last year we had more reception staff sitting away from the reception area just answering calls during the busy morning period between 8.30am and 9am. During a five week period between 16 August 2018 and 21 September 2018, our receptionists asked patients two brief questions when they spoke to them on the telephone.

Please see a copy of the survey results below:

**Can I ask did you find it relatively easy to get through on the telephone today?**

**Yes** 416 **No** 102 **Total** 518 **Yes** 80% **No** 20% **Total** 100%

**Can I also ask was your overall experience of making an appointment today relatively easy?**

**Yes** 243 **No** 43 **Total** 286 **Yes** 85% **No** 15% **Total** 100%

**Comments**

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| --- |
| Was 5th in the queue and waited 10 minutes |
| Had to wait 20 minutes for call to be answered |
| Happy I got an appointment however would have like to have been seen sooner, appointment booked for 22.8.18 |
| Started at 8am and couldn’t get through so ended the call. Called again at 8.30am, waited more than 20 minutes – was 5th in the queue. |
| **22.08.18** Everything positive and receptionist was very helpful |
| **22.08.18** A lot quicker than usual, nice staff on phones |
| **22.08.18** Got to 2nd in queue and was cut off |
| **22.08.18** Usually takes a while to get through but got through quicker today and there were still appointments available |
| **22.08.18** Wasn’t easy to get through at 8am but got through a littler |
| **23.08.18** Yes and it was lovely to have a female doctor |
| Yes, very easy, normally I have to wait ages |
| Waited a long while today |
| Call went straight through today |
| Would have preferred a later appointment but generally okay. |
| Staff were very helpful |
| I only waited 5 minutes today |
| It was good for a Monday morning |
| Had to redial as it cut me off when I got to first in the queue |
| Was on hold for 17 minutes |
| Had to wait 5 or 10 minutes, not too long so wasn’t too bad |
| Not happy that I can’t been seen on the same day |
| Phoned once and someone put the phone down on me, frustrating |
| Three minutes to answer the phone. |
| I had to wait 10 minutes and there were only 4 in the queue but there were no appointments left with my GP of choice |
| **24.08.18** Waited about 5 minutes and used 2 phones to get through, landline and mobile |
| **20.08.18** Some improvement from previous experiences but still on hold for 10 minutes – started ringing at 8am |
| **20.08.18** Was shocked how quickly I got through |
| **20.08.18** Not noticed any improvement |
| **20.08.18** Took less than 20 minutes to be answered – not too bad |
| **20.08.18** I understand I may have to ring on several occasions to get an appointment |
| **20.08.18** Phoned from mobile over 80 times before I was able to get through |
| **20.08.18** Tried 25 times before I was able to get through |
| **20.08.18** Tried 26 times to get through, it took 36 minutes |
| **20.08.18** My experience was easy, it only took 8 or 9 minutes |
| **20.08.18** Was ringing from 8.30am. It took 32 attempts on one phone and wife 17 times on another phone, constantly engaged. Number 7 in queue when I got through |
| **20.08.18** Tried 30 off times to get through, constantly engaged |
| **20.08.18** Trying to get through from 8am, got through at 8.50, constantly engaged |
| **20.08.18** Couldn’t get through at all from 8am. Got through at 8.50, was 4th in queue, got to first then went back to 4th. Was on hold approximately 10 minutes when I did get through |
| **20.08.18** Trying from 8am, got through at 8.40, on hold for 25 minutes |
| **20.08.18** Rang at 8.55, took 14 minutes in queue |
| **20.08.18** Started ringing at 9am, in the queue for 15 minutes |
| **20.08.18** Took 15 minutes in queue from 9am, was first in queue when I got through |
| **21.08.18** Been ringing since 8am and only just got through at 8.23 am |
| **21.08.18** Change the music |
| **21.08.18** On hold for a while today but found it quite easy to make an appointment today but has found recent experiences not very good |
| **21.08.18** Okay once you get through on the phone, was on hold for 12 minutes, was ringing since 8am but got engaged tone. |
| **21.08.18** On hold for ages and couldn’t book a pre-bookable appointment that was suitable |
| **21.08.18** Keep trying to get an appointment with Dr Bellas and she’s only at Upton and I can’t get there |
| **21.08.18** Thanks for the extra help |
| **23.08.18** It has taken a while due to being engaged but easier than usual |
| **23.08.18** Easier than yesterday, I get bored but got through straight away today |
| **23.08.18** For the first time in a long time I managed to get through quickly |
| **23.08.18** Engaged for a while but a lot better |
| **23.08.18** No, never find it easy getting through |
| **23.08.18** Glad to see it is improving |
| **23.08.18** Phoning up on a morning you usually can’t get through and there are no pre-bookable |
| **23.08.18** The ladies do a fantastic job |
| **23.08.18** No issue at all with the phones |
| **23.08.18** The switch board options are annoying |
| **23.08.18** Got through easy today but sometimes you are waiting ages |
| **23.08.18** Easy enough today |
| **28.08.18** Need more phone lines |
| **28.08.18** Never find it easy |
| **28.08.18** A lot better, you ladies are great |
| **28.08.18** Music very depressing, needs to be upbeat |
| **14.09.18** I have phoned 56 times this morning and its only 8.15am, it’s ridiculous |
| **14.09.18** Not a good service, taken 26 minutes to get through. |
| **14.09.18** My appointment has been cancelled, I should have priority over any other caller who wants an appointment |
| **14.09.18** Been on hold for over an hour, it’s such a stupid system, impossible to get an appointment |
| **13.09.18** Waited over half an hour to get through then phone was cut off |
| **13.09.18** Too long to wait |
| **19.09.18** Ridiculous trying to get an appointment |
| **12.09.18** Takes too long |
| **12.09.18** Was 7th in the queue |

The results are okay. With regards to the call recording, the message informs patients as to what number they are in the queue. Patients can then make the choice whether to hold on or to call back at another time.

If all lines are busy due to the sheer volume of calls, then the patient will hear an engaged tone. It is an automated telephone system and therefore the phones will transfer over to the practice at exactly 8am. If patients call before 8am then they will hear a recorded voicemail message. Unsure how many patients can queue in the system at one time.

It was confirmed that members of staff had felt the benefits – more time to speak with patients. Unfortunately annual leave and sickness means that we are currently very low on reception numbers and so have to prioritise having members of staff available at each of the front desks.

We have shared the results of this telephone survey with the CCG, and they were happy with the improvements that we have made. We have also raised our disappointment regarding the National Patient Survey results, as they are not reflective of our patient population.

From a list of almost 15,000 patients, only 136 responses were received. It is a very long survey, and experience tells us that patients will only complete them if they are unhappy with the service that they have received.

We will look to run another patient surgery at the practice at the end of February/beginning of March 2019. Once the results have been collated we will share them with the group.

**Secondary Care Services**

Unfortunately some more of our secondary care services have not had their contracts renewed by the CCG. Initially we lost x-ray, ENT and gynaecology, and the CCG have now advised us they are not renewing the General & Vascular Service, Urology Service and the Fitness Service.

A member of group commented that they need to make sure patients are aware of the services that we are losing.

Angela commented that patients – both our own and those registered at other local practices – have used these services in the past and would have benefitted greatly from them.

For the General & Vascular Service and Urology Service – our contract has not been renewed by Wakefield CCG after 31.3.19 and we will stop accepting new referrals into the system from 01.04.19. We will then have around a three month exit plan whereby patients will either be discharged from the service (if appropriate) or their care will be transferred to another provider.

The Fitness Service will end at the beginning of May 2019, when unfortunately Sara will also be leaving us. It is very disappointing as so many patients have benefitted from using this service and Sara’s expertise.

Our Endoscopy Service along with Cataract/Non-Urgent Ophthalmology and Non-Obstetric Ultrasound Services are also awaiting review by the CCG. Angela confirmed that the consultants who worked at the practice were very sad to see the loss of services.

Angela explained that it came as a shock to lose the general, vascular and urology services – it was not expected at all.

Angela confirmed that we have not received a justifiable reason from the CCG as to why we the CCG have not renewed these services for all community providers. We believe it is due to financial motives and does not reflect the standard of care received. The CCG is in deficit and needs to make savings. It is however incredibly frustrating and disappointing that the CCG have not highlighted how these cuts/loss of services will ultimately affect our patients.

Two Partner GP’s, Angela, Kate and Secondary Care Manager Linda Davis met with the CCG and particularly asked Pat Keane to attend – he is the Chief Operating Officer for Wakefield and Kirklees CCG. They said public consultations had taken place but would not confirm if any specific or valid patient consultations had taken place (valid as in quantities of numbers.)

A member of the group commented that they would be interested to attend a meeting with the CCG as a patient.

A member of the group asked what would happen to the equipment that the practice had invested in if it was no longer required. Does the practice get any compensation from the CCG?

Angela confirmed that we will not be given any compensation – we have asked this question of the CCG. Angela also explained that Dr Kamal is very upset at the loss of services – as are all members of staff.

Dr Kamal has invested 50 years – not only into the practice but into the community – and he feels that his hard work and the Surgery’s ongoing investment has been wasted. The Partners have also invested their own money into the practice.

Angela confirmed that members of staff can still use the gym facilities at Kinsley Medical Centre. The x-ray room is currently just locked up.

It is not just the cost of purchasing equipment over the years, but also the ongoing cost of maintenance, calibration and repairs to keep it all in good working order. We will keep all equipment for now in case anything changes as we can build up our infrastructure relatively quickly. We can also bid for other contracts when they become available.

We also have a Non-Obstetric Ultrasound Service contract with Leeds CCG as well as Wakefield CCG. We can bid for the contract with other CCG’s if they offer the contract, but at the moment there are no other contracts out for procurement.

A member of the group enquired as to whether we could rent out rooms. Angela confirmed that we were looking into utilising rooms for other providers as an option. She explained that we need to consider the business as a whole. We are just very disappointed with the decisions being made by the CCG.

This whole situation is incredibly demoralising – for staff and patients – but we have to carry on and provide the best service we can to all of our patients. We have to provide a primary care GP service.

Angela confirmed that there had been discussions with the CCG, but we are no further forward. Angela also explained that she will always be honest with members of staff. She explained that she has asked staff not to listen to rumour, but instead to talk to her if they have any concerns.

Dr Kamal has also attended the meetings with the CCG, and has always put his points across in a very professional manner. We just want to provide a quality service to all of our patients. We will just have to wait and see how the next few months develop.

Dr Kamal has contacted John Trickett (local MP) and we understand that he has been in discussions with the CCG. Sandra Picken (local councillor) is also involved.

Dr Kamal also did an interview with the Wakefield Express which was carried in other local newspapers. It was a joint interview with the manager of Phoenix Health Solutions who are another community provider. We feel that the article was a fair representation of the views and concerns that Dr Kamal expressed during the interview.

A member of the group commented that there is enough in the media for patients to be aware of what is happening. There is also information online and on Facebook. Angela confirmed to the group that she will continue to keep them updated.

A member of the group asked if patients had expressed any concern over the loss of services. Angela commented that no, we had not received any feedback from patients, other than from PRG members.

Angela also explained that the secondary care services that we offer are not only available to our own patients, but to any patient within the whole of the Wakefield CCG area.

In response to a question from a member of the group Angela confirmed that there would be potential job loses within the practice, and that understandably this has caused some unrest with members of staff. Angela confirmed that we are currently looking at the plan moving forward.

Angela explained that there would be a slight delay in proceedings as Dr Kamal is out of the country for three weeks. There are some big decisions to be made and we need all three GP Partners available to make these decisions. There will be job losses and these will have to fit with the business needs. We need to keep GP and nursing staff in order to provide an effective primary care service.

A member of the group asked what they can do as PRG members to help make patients aware of what is going on. It was discussed whether information could be displayed on the TV screen in the waiting area, or on a notice board.

It was agreed that factual evidence was needed to share with patients. There was a suggestion of giving out leaflets directing patients to their local MP, so that they could voice their concerns. Angela confirmed that she would appreciate the support of the PRG members.

A member of the group asked how Sandra Picken – local councillor – was helping us.

Angela explained that she had exchanged emails with her, and she is keen to know what is going on. However Angela explained that she did not know how Sandra Picken was involving the local council.

**Action Point**

Angela will contact Sandra Picken for an update.

The members of the group explained that they would be happy to come to the surgery and have a stand in the entrance so that they could inform patients of the loss of secondary care services. It was agreed by Angela and Kate that this was a very good idea, and they thanked the members for their continued support of the practice.

The members of the group explained that they would first need a meeting with the relevant members of staff in order to have all of the necessary factual information to pass onto patients, as there were sure to be questions. Angela suggested that the group meet with Kate and/or Linda Davis, and she explained that Linda Davis was the Secondary Care Services Manager.

**Action Point**

Kate will arrange a meeting for the PRG members with Linda Davis before the next PRG meeting.

Angela confirmed that the practice would help by providing a display board and some information leaflets, and she will also confirm that the Partners are happy for us to go ahead. Angela explained that Wednesday would be a good day as all of the GP Partners are available.

**Action Point**

Angela will speak to the GP Partners to ensure that they are happy for the PRG members to speak to patients at the practice.

Dr Meena stated that she had spoken to a few patients during her clinics and they were not aware that the fitness service was closing. Angela confirmed that Sara had been informing patients during their appointments.

**DNA Appointments**

A member of the group asked if we could charge patients when they DNA appointments. It was suggested that we need to make patients aware of the costs involved when they miss appointments at the practice.

Angela explained that we send text reminders but we don’t include any information re cost.

Dr Meena explained that she has at least 5-6 DNA appointments every week, and often these are pre-booked appointments rather than those booked on the day.

To consider adding information to DNA texts and letters, explaining that, “it costs your NHS…” and including the cost.

**Action Point**

Angela will look at the costs involved of patients failing to attend a GP appointment.

**AOB**

A member of the group confirmed that the spirometry machine had now been fixed.

**Next Meeting**

**Date: Tuesday 2nd April 2019**

**Time: 12pm**

**Location: The Grange Medical Centre**