**PRG Meeting – Monday 7th December 2020**

Present

Angela Marwood Practice Manager (Temp. Chairperson)

Rianne Norton Communications and Patient Contact Manager

Gail Alexander Patient Representative

Sabrina Alexander Patient Representative

Eleanor Horobin Patient Representative

Sandra Pickin Patient Representative

Apologies

Kate Lamb

Janet Neville

Welcome and Introductions

Angela welcomed everyone to the meeting and said how lovely it was to see everyone again. She also confirmed that we are now looking to start regular meetings again.

Practice Update

Angela explained that the practice had continued to provide services to patients throughout the pandemic, albeit that we have had to adapt to new ways of working.

Two members of the group commented on the very positive experiences that they had had whilst recently attending the practice for their their ‘flu jabs. A question was then asked about when the Covid vaccine will be available for patients.

Angela explained that the vaccines won’t be given at individual surgeries and a site will be located per PCN – Primary Care Network (a group of surgeries working together to focus on local patient care).

Our PCN site will be located at Church View Medical Centre. They have a big car park there and the whole of the ground floor can be utilised.

Angela explained that we do not yet have any information with regards to deliveries but that we need to be available seven days a week to help deliver the vaccine as it only has a short shelf life once thawed. We are currently looking at using staff on a rota basis to work at the site. We have had no definite information at this time as to how appointment information will be communicated to patients.

**Post-Meeting Note:**

The first delivery of vaccines is due at Church View Medical Centre on Monday 14th December 2020, with vaccines being administered on Tuesday 15th, Wednesday 16th and Thursday 17th December 2020.

Eligible patients from across the PCN have been contacted and appointments have been booked. We have no dates for any future vaccine deliveries as yet.

Angela also explained that non-clinical staff members have been encouraged to complete their vaccinator training so that there will be extra staff available to vaccinate patients. This involves completing online theory sessions and practical competencies.

A member of the group asked if we had any members of staff self-isolating.

Angela explained that from September onwards we have had quite a few positive staff Covid cases although we are confident that these cases have not come from within the practice. This has been across all teams.

We have received extra laptops from the CCG, so members of staff have been able to work from home.

A member of the group said that she understood that all GPs had been working from home throughout the pandemic.

It was explained that this were certainly not the case and that all GPs had been in surgery since March.

Angela further explained that risk assessments had been completed for all staff. She explained that both the GPs and nurses really miss seeing patients face to face.

Treatment Room Nurses are now seeing more patients for blood tests, flu vaccines etc. Clinicians will bring patients to the surgery if they feel that they need a face-to-face appointment, and will ensure that all appropriate PPE is worn to keep themselves and the patients safe.

A question was raised about the phone lines and the difficulties a member of the group had experienced in contacting the surgery that morning; there was a recorded message stating that there was a technical fault.

Angela explained that we were aware of a current issue with the phone lines and that a member of staff was currently liaising with our telecoms provider to ensure that the issue is rectified as soon as possible.

Patient Survey

Angela explained that every year a national survey is sent out to a very small number of our patients. This year’s survey was conducted from January to March 2020, so before the onset of the pandemic.

The patients are selected at random and the results were published in July 2020. A couple of issues were highlighted in the survey – the difficulties that patients have experienced when contacting the surgery by telephone and also the overall experience of making an appointment.

These figures were lower than both the national average and the CCG average but were similar to those results of previous years. 359 surveys were sent out but only 119 returned which overall works out at a return rate of less than 1% of the practice population.

However, the results of the survey sparked interest from both the CCG and the CQC, and we had a telephone call with the CQC inspector on 20th November 2020 as there are no on-site visits at this time.

We have been carrying out a lot of work behind the scenes following the results of the survey, and our reception team have been carrying out a lot of data collection exercises whilst talking to patients who contact the surgery.

Over a three day period they were asking every patient who telephoned the surgery when they wanted an appointment – did they want a same day appointment or a pre-bookable appointment on a different day – so that this information can be used to try and gauge demand. This included all clinical appointments, both urgent and routine.

We also looked at the other reasons why patients were contacting the surgery. We want to use these data collection exercises to analyse the demand on the practice and to try and make changes. Angela gave an example of there being 116 prescription queries on one particular Monday.

Starting from this week, if a patient contacts the surgery with a prescription query then we will determine the exact query and again log this information to analyse what changes we can make to help make access easier for our patients.

We have had good support from the CCG and will discuss our data collection results with them. Following on from the results of the national survey, we have also been asking all patients, on each occasion they contact the surgery, how easy they found it to get through on the phone and also their overall experience of making an appointment.

The CQC inspector carries out the GP practice inspections across the Wakefield district; he is very supportive and will work with us to help us improve our service. We have a further meeting planned on Thursday – 10th December 2020 – with the CQC to update them on our progress.

Angela also explained that the practice wanted to carry out its own in-house survey (see attached).

Suggestions were made by the group that the survey should be available for patients to access online. Angela explained that when we do an in-house survey we have to send out a minimum of 500 surveys.

Angela further explained that both the CCG and the CQC will take note of the results of our own in-house survey.

The group confirmed that they were happy for the survey to be distributed to patients. Angela explained that we can’t print off as many as we normally would because of reduced footfall at the surgery, but we can look to upload the survey onto the website, and also to send out to patients via a text message link.

Angela also confirmed that the next national GP survey would be running through January to March 2021, and she would expect that there would be some changes made to it as we are still in the middle of the pandemic and surgeries have been and are continuing to adapt to very different ways of working.

We must also make sure that patients are being effectively care navigated by our reception team. This process ensures that patients are directed to the most appropriate service/organisation to address their care needs, as this may not always be a GP.

Unfortunately we couldn’t utilise the care navigation tool as much as we would have liked to during the pandemic, as not all services were open or seeing patients. We also have several new receptionists and so further care navigation training has been arranged as a refresher for all staff.

We have also asked clinicians to look at their clinic lists to see if there have been any appointments which have been inappropriately booked, and could have been directed elsewhere.

This is all about ensuring that patients are seen by the most appropriate service/clinician and making sure that GP appointments are available for those patients who need them.

A question was asked as to whether we still had late night appointments; Angela confirmed that we do still work extended sessions and we are open until 8pm on 4 nights a week.

It was explained that it really does help when patients are prepared to give brief details of what there problem is when they contact the surgery to request an appointment, as this ensures that the patient can be booked in with the most appropriate clinician.

Staffing Update

Angela confirmed that we have a new full time (8-sessions across 4 days) GP starting on 1st January 2021 – Dr Choudhary. As of January we will have the following clinicians:

* Dr Kamal (Partner) – 6 sessions
* Dr Herrero (Partner) – 8 sessions
* Dr Johnston (Partner) – 8 sessions
* Dr Ahmed (salaried GP) – 8 sessions
* Dr Meenadchisundaram (salaried GP) – 8 sessions
* Dr Choudhary (salaried GP) – 8 sessions (as of 01.01.2021)
* Jayne Robson (ANP) – full time
* Richard Phillips (Minor Illness Nurse/Trainee ANP) – full time
* Steven Agar (ANP) – full time

We also have Dr Nabi providing long-term locum cover and also Dr Bellas who attends as a locum one day a week.

Angela explains that usually when we employ a new GP we would look at reducing our locum cover but, as we feel that it will take some time for things to improve, we will look at keeping Dr Nabi and Dr Bellas as well as using additional locum cover to cover periods of sickness as required. We have also booked a locum ANP for one day a week in January as additional hours.

With regards to the home visiting team; it was explained that we have always had a very high number of requests for home visits. Last year we recruited Leigh to the home visiting team to work alongside Joanne Taberner. This year we have also welcomed Donna Ward, although Joanne has now reduced her hours to just two days a week.

The home visiting team has led to a huge reduction in the number of home visits conducted by our GPs, although they do still attend home visits as and when needed. Both Leigh and Donna have experience of working within the Community Nursing Team, and Joanne also has experience in chronic disease management.

One of our Healthcare Support Workers – Clair Collins – has also recently started her training to become a Nursing Associate and has enrolled in a 2-year course at Huddersfield University.

We have also welcomed Lorna Barber and Danielle Davis to the practice as Treatment Room Nurses.

Our endoscopy unit is also up and running again now after the enforced closure over the summer.

We have also welcomed Vincent Woods – Clinical Pharmacist – to the practice. Vincent is employed by the PCN. He can carry out medication audits along with patient medication reviews, as well as being available to help with any medication questions/queries.

A question was asked about the support available for patients with mental health problems, and Angela confirmed that the PCN were looking at increasing funding for mental health support as of 1st April 2021.

Asymptomatic Testing

Angela explained that members of staff at Hemsworth have been having asymptomatic testing over the last few weeks. The tests arrive on a Monday – every two weeks – and are collected the following day.

On a final note the PPG members expressed their thanks and gratitude to the practice staff for all of their hard work throughout the year.

On behalf of the practice we would also like to wish all of our members a very “Merry Christmas”, and a happy and healthy new year.

**Next meeting**

Monday 18th January 2021

1pm to 2.30pm

The Grange Medical Centre, Hemsworth

**The Grange, Greenview & Kinsley Medical Centres**

**Patient Satisfaction Survey**

We are continually looking to improve patient satisfaction and ask for five minutes of your time to provide us with some feedback. Your feedback is extremely valuable and we would like to thank you in advance for your time

1. **Generally, how easy is it to get through to someone at your GP surgery on the phone? (Please circle)**

Very easy Fairly easy Not very easy Not at all easy Haven’t tried

1. **How helpful do you find the receptionists at your GP surgery?**

Very helpful Fairly helpful Not very helpful Not at all helpful Don’t know

1. **How satisfied are you with the appointment times available at your GP surgery?**

Very satisfied Fairly satisfied Neither satisfied or dissatisfied Fairly dissatisfied

Very dissatisfied I’m not sure when I can get an appointment

1. **How often do you see or speak to your preferred GP when you would like to?**

Always or almost always A lot of the time Some of the time

Never or almost never I have not tried

1. **On the last occasion that you contacted the surgery to make an appointment for yourself, were you offered a choice of appointment? (Please circle all answers that apply)**

Yes a choice of place Yes, a choice of time or day

Yes, a choice of healthcare professional No, I was not offered a choice of appointment

Can’t remember Doesn’t apply

1. **Were you satisfied with the type of appointment (or appointments) you were offered?**

Yes, and I accepted an appointment No, but I still took an appointment

No, and I did not take an appointment

1. **Overall, how would you describe your experience of making an appointment?**

Very good Fairly good Neither good nor poor Fairly poor Very poor

1. **How long after your appointment time did you wait to see to speak to the Healthcare Professional?**

5 minutes or less Between 5-15 minutes 15-30 minutes More than 30 minutes

I didn’t have an appointment at a set time Can’t remember

1. **Was the healthcare professional that you spoke to good at giving you enough time during your last general practice appointment?**

Very good Fairly good Neither good nor poor Fairly poor Very poor

1. **Was the healthcare professional that you saw or spoke to good at listening to you during your last general practice appointment?**

Very good Fairly good Neither good nor poor Fairly poor Very poor

1. **Was the healthcare professional you saw or spoke to good at treating you with care and concern during your last general practice appointment?**

Very good Fairly good Neither good nor poor Fairly poor Very poor

1. **Did you feel that the healthcare professional was good at recognising or understanding any mental health needs during your last general practice appointment?**

Very good Fairly good Neither good nor poor Fairly poor Very poor

1. **Overall, how would you describe your experience of your GP surgery?**

Very good Fairly good Neither good nor poor Fairly poor Very poor

Please use the box below to let us know if there is anything further that the practice can do

to help improve your patient experience

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| **1. Who is this form about?**  Me  Someone else – using their information  **2. What is the first part of your postcode?**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Example** | **W** | **F** | **1** | **1** | Prefer  not to say | | **Yours** |  |  |  |  |   **3. What is your gender?**  Male  Female  I describe my gender in another way (please write in)   |  | | --- | |  |   Prefer not to say  **4. How old are you?**   |  |  |  | | --- | --- | --- | | **Example** | **42** | Prefer not to  say | | **Yours** |  |   **5. Which country were you born in?**  United Kingdom Prefer not to say  Other (please write in):   |  | | --- | |  |   **6. Do you belong to any religion?**   |  |  | | --- | --- | | Buddhism | Islam | | Hinduism  Judaism | Christianity  (all denominations) | | Sikhism | No religion | | Prefer not to say | | |  | | | Other (Please write in) | | |  | | | **7. What is your ethnic group?**  Prefer not to say   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Asian or Asian British** | | | | | |  | | Indian |  | Pakistani | |  | | Bangladeshi |  | Chinese | |  | | Other Asian background (please write in) | | | |  | | | | | | **Black or Black British** | | | | | |  | | African |  | Caribbean | |  | | Other Black background (please write in) | | | |  | | | | | | **Mixed or multiple ethnic groups** | | | | | |  | | White and Black Caribbean | | | |  | | White and Black African | | | |  | | White and Asian | | | |  | | Other Mixed background (please write in) | | | |  | | | | | | **White** | | | | | |  | English/Welsh/Scottish/Northern Irish/ British | | | | |  | Gypsy or Irish Traveller | | | | |  | Irish | | | | |  | Other White background (please write in) | | | | |  | | | | | | **Other ethnic groups** | | | | | |  | | Arab | | | |  | | Any other ethnic background (please write in) | | | |  | | | | | |
| **8. Are you disabled?**  Yes  No Prefer not to say  **9. Do you have any long term conditions, impairments or illness?** (please tick any that apply)   |  |  | | --- | --- | |  | **Physical or mobility impairment** | |  | (such as using a wheelchair to get around and / or difficulty using your arms) | |  | **Sensory impairment** | |  | (such as being blind / partially sighted or deaf / hard of hearing) | |  | **Mental health condition** | |  | (such as having depression or schizophrenia) | |  | **Learning, understanding, concentrating or memory** | |  | (such as Down’s Syndrome, stroke or head injury)  **Neuro diverse conditions**  (such as autism, ADHD and/or dyslexia) | |  | **Long term condition** | |  | (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)  **Other** (please write in) | |  |  | |  | **Prefer not to say** |   **10. Are you a carer?**  (Do you provide unpaid care/support to someone who is older, disabled or has a long term condition)  Yes  No Prefer not to say  **11. Please select the option that best describes your sexual orientation**   |  |  | | --- | --- | |  | Bi/Bisexual | |  | Gay | |  | Lesbian | |  | Heterosexual/Straight | |  | Prefer not to say | |  | I prefer to use another term (please write in) | |  | | | **12. Do you consider yourself to be a Trans\* person?**  Yes  No Prefer not to say  \*Trans is an umbrella term used to describe people whose gender is not the same as the sex they were assigned at birth.  **13. Do you/or anyone you live with get any of these types of benefits? \*\***   |  | | --- | | Universal Credit, Housing Benefit, Income Support, Pension Credit – Guarantee Credit Element, Child Tax Credit, Incapacity Benefit/Employment Support Allowance, Free School Meals, Working Tax Credit, Council Tax Benefit |   Yes No  Prefer not to say  **\*\***We are asking this question to help us understand if being on a lower income affects experiences of services or health.  **14. Are you pregnant or have you given birth in the last 6 months?**  Yes No  Prefer not to say  **15. Are you a parent/primary carer of a child or children, if yes, how old are they?**  0-4  5-9 10-14  15–19  Prefer not to say  **Please hand this form to a member of the reception team**  **Thank you for very much for your help** |