

HADWEN HEALTH – PPG

12 DECEMBER 2019 - 18:30-19:30

Attendees	
Pat McCann	Chair
Ian Robertson	Management Partner
Dr Robert Estelrich	
Jo Robyns-Landricome	Patient Services Manager
Sam Dunn	Minutes
Diane Howitt	
Deborah Ssenabulya	
Tracey Howells	
Gillian Bliss	
Millie Barnes	
Toni Chilver	
John Chilver	

Apologies	
Chris Rogers	Cheryl Charsley
Suzanne Donnolly	Keith Charsley
Andrew Gravells	

Agenda Item	Actions
<p>1. Welcome</p> <p>Welcome to new members, Tracey Howells and John Chilver.</p>	
<p>2. Minutes from last minutes</p> <p>Contents of previous minutes agreed by all, no queries.</p>	
<p>3. Practice & Cluster update.</p> <p>Website: New website has now launched – mobile friendly and easier to navigate.</p> <p>Jo confirmed that patient queries are coming through (there is a contact us for questions section), the 'ask a GP' has not been activated yet. Some patients are</p>	

also using the system to record things such as BP readings.

Millie noted that some pages are not yet active and are showing as shaded out (in the 'advice' section).

Patient services remains in use at this time for booking appointments / requesting repeat prescriptions and the new website links out to this service.

Patient records access should be available April / May 2020.

Appointment System:

Big piece of work ongoing at the moment to implement a new appointment system led by Dr Estelrich. Project currently includes

- An away day for partners Saturday 14th December to discuss how this should look / work.
- Driving down to the core requirements and trying to cover as many peoples 'wish lists' as possible.
- Aim is for this process / development to remain as transparent as possible so patients are aware of changes. Any suggestions for inclusion, please send these via Pat McCann to collate and share with the practice - patmccann03@gmail.com
- Proposal will be pulled together and shared to show what the system will potentially look like and what facilities this will include.
- The 12.30 appointment release will be withdrawn as part of the appointment system update as this is no longer working effectively.
- Other GP practices who already use the system have been reviewed, to learn from their learns and see how it is used in 'day to day' use, these have been based around Gloucestershire as a whole including the Forest of Dean, Cheltenham and the Cotswolds.

ETA for implementation April / May 2020, however there will be an impact of ability to book appointments / reorder meds for a 2 week 'black out' period whilst the system is implemented and records are moved over to the new systems.

Discussion turned to how to raise patient awareness of the changes:

- Newsletter articles giving plenty of notice that there will be a change in 2020.
- Suggestion that Patient Advisor spends time in waiting room talking patients through the changes
- Suggestion to make some 'How to' videos to put on the website once launched to take patients through the new appointment system step-by-step so they can look at in their own time and revisit whenever necessary
- Suggestion as to whether there is the functionality within the new appointment system to give the option to add appointments to people's smart phone calendars if a reminder is sent via email when booking?

Action: Ian / Project to review suggestions and decide which to take forward for patient awareness / assistance

Ian / Practice

<p>Recruitment:</p> <p>Recruitment remains challenging as the practice currently uses a different clinical systems to the bulk of other GP practices.</p> <p>Physio (Jason) has resigned as he's been offered a position closer to where he lives. Interviews are proceeding this week for a replacement.</p> <p>Network recruitment – 2 paramedics now in place & working, this allows 2 urgent slots per day and some capacity if not out to triage other patients, based at Rosebank, but covers our network of practices.</p> <p>3 Social prescribers (2 FTE) coming in, and 1 will be based at Hadwen, the aim is to allow support to some key patients who have non-medical needs, but have other needs which need to be supported, there will be a 40 patient case load, providing support for 6 months to a year before 'handing off' back to the community. The social prescribing will help with issues such as loneliness, mental health support, non-medical support issues, and will providing sign-posting to other services available. They will also be able to run group support / peer support sessions within the practice.</p> <p>Action: The introduction of this should be able to evidence a tangible benefits of reduced GP time and improved support for the patients. Action to measure the reduced number of GP appointments being utilised by the impacted patients.</p> <p>CQC Inspection:</p> <p>The practice is expecting a CQC inspection within the next 5 months, this has partly been driven by the change in name which then flags for an inspection.</p>	<p>lan</p>
<p>4. Chairman Update</p> <p>Artlift</p> <ul style="list-style-type: none"> • Artlift is a charity to help mental health issues through art therapy • Commissioned by Gloucester Clinical commission • 14 patients from Hadwen were included in the mosaic 'Tree of Hope' now displayed in the entry foyer (and the mosaic birds fanning out from this and up the stairs). • Pat to ensure that timings of meetings to take account of presentations to allow adequate time for the presentation and for any other issues to be covered. <p>Patient Survey</p> <p>Discussed that there has been no progress on this since the last meeting. Sam suggested that with the new appointment system, would there be anything to be gained from this by doing this now – would this be better off postponed until after the implementation of the new appointment system?</p>	<p>lan</p>

Did Not Attends

Pat updated us on the DNA numbers for Sept – November and these have seen an increase on the same period in 2018

	2018	2019
Sept	174	200
Oct	206	213
Nov	220	245
Total	600	658

Jo confirmed that this has been impacted by an outage of the text reminder service.

Jo’s team continue to contact patients who have failed to attend appointments, these contacts are made in the afternoon of the same day of any missed morning appointments and the following morning for any missed afternoon appointments.

Multiple missed appointments are reviewed by a Dr prior to a letter being issued, and a certain number of patients have been removed from the practice for frequently missed appointments.

Jo’s team encouraging patients to sign up to the text reminder service.

Adding to the previous results, this still shows a year on year improvement in the number of missed appointments

2018 = 2040

2019 = 1993

General discussion on how to reduce missed appointments, including questioning whether the practice would be able to charge patients for missing the appointments, which is not allowed under government guidance.

Question as to whether there is the functionality within the new appointment system to give the option to add appointments to people’s smart phone calendars if a reminder is sent via email when booking? Dr Estelrich to review.

AOB

Flu Sweep up – Ian confirmed that Flu sweep up has been completed with additional vaccines receives for kids (final clinic, the practice had to ring 250 families asking them not to attend as due to the national shortage of vaccines, the practice did not receive enough of the nasal spray vaccines for youngsters.

Sam raised a question about the Cervical smear take up rate (recent media articles showing national average just 25%) and whether there was additional support / encouragement provided by the practice for the patient population to attend.

Next meeting: 12 March @ 6.30 pm