

PPG Mins 4th Sept 2024

Present : Emma, Jo, Dr Naish, Millie, Keith, Cheryl, Diana R, Diane H, Julie, Lucy, Gillian.
Apologies: Sam, Andrew, Jayne, Dr Thompson,
Absent: Deborah, Siddharth, Michelle,

Millie welcomed everyone to the meeting and invited Emma to give her report.

Emma shared the Friends & Family survey which shows the benchmark nationally as well as the more local Integrated Care System.

This was in handout format, the survey has six standard questions and Hadwen has very favorable results. The response rate of 116 responses from over 19,000 patients is a small snapshot of patients' perspective. This is the NHS national system.

The Friends & Family is a more local survey and is from patients who had recent engagements with Hadwen. Between 200/250 test messages are sent out each month and is a more relevant assessment of what patients find when they contact Hadwen. The results here were very favorable indeed. 80/90% of patients think the practice is either good or very good. Positive comments are shared with the staff concerned, and learning opportunities are acted upon.

Invitations are going out for the upcoming vaccination clinics for flu and covid, a new RSV vaccination is for those between 75 and 79 yrs and those who are 28 weeks pregnant or more. It is aimed at preventing hospital admissions over the winter. The covid and RSV have to be given at separate times so two appointments will be required. Four clinics for covid and flu and two clinics for RSV later on, mostly Sat but some evening appointments will be available.

One GP partner is on long term sickness but locums are being used. A practice nurse is still off but hopefully returning soon, a locum nurse has been filling in.

A couple of GPs have joined, one covering maternity leave and another GP is newly qualified and will be up and running in a month. Another GP will be going on maternity leave in Oct and recruitment for cover is in hand. A new HCA joined last week from the hospital. Waiting times for routine blood tests and reviews will improve.

A member asked for our best wishes to be passed on to those on long term sickness.

Millie shared that she has had very positive feedback from patients in the community on their experience with Hadwen, especially the patient advisors who are the public face of the practice. They are especially good at listening to patients and ensuring the right support is offered. Jo will share this with the team concerned.

One member made contact at 3pm and was seen quickly and had a prescription by 5pm.

Hadwen aims to create a positive culture, so all positive feedback gets shared with staff. The internal messaging system is used for this.

Appointments data was shared on the visual screen, GP appointments data system analyzes the data and compares with previous years or other similar GP practices.

280 "did not attend" appointments were registered which is very disappointing, this represents 91 hours in a 4 week period. These patients are sent a text message afterwards, but all get a reminder before their appointment. During this period 2,999 GP appointments were available

and 3,158 were seen on the same day due to urgent need. This is across all staff. Two Drs are usually on duty for on the day response to need.

A question was asked about referrals from 999 or 111 service, there is a close working relationship and referrals are picked up as appropriate. Hadwen does refer patients to minor injuries, pharmacies, mental health and other services as appropriate. The patient advisors had a lot of training to help with signposting to appropriate services to meet needs. Patients often ring with tiredness, now the blood test can be arranged before the Dr sees them which streamlines appointment services. Face to face appointments are slightly lower than telephone appointments. 17 telephone appointments resulted in "did not attend" whereas 250 did not attend for their face to face appointments.

Working age people appreciate telephone appointments, so they can get on with their lives. Its very easy to cancel appointments.

The last two years were compared and the data shows the telephone and face to face were up on previous years.

Home visits are managed by the on-call GP or palliative care patients have regular home visit reviews. Drs do urgent visits daily but this involves telephone calls and other staff such as district nurses can often meet the need on the day. Advice is often needed to resolve a concern. The BMA has a campaign called GPs Are on Your Side, it's in everyone's interest to support our GPs. The named GP initiative is gradually being rolled out. Information is on the TV screens at Hadwen.

The members appreciated this information and found it very enlightening.

Hadwen is roughly the 3rd largest practice in Gloucestershire. Hadwen is a training practice and this is good for the team.

Complaints and concerns were requested, two patients went directly to NHS England who carried out their own investigation, in both cases NHS England found in favor of Hadwen. A patient complained about appointment availability but as they didn't have a clinical need to be seen urgently, they were asked to wait two weeks. A 2nd complaint was about confusion over medication for their Parent, a pharmacist explained the medication needs to the patient with his son present. This resolved the issue.

Rude and aggressive patients are now a lot less than it used to be, there is a policy in place to protect staff.

Phone calls can be recorded, and Jo is available in an open office to supervise calls, if the waiting time gets to 12 mins extra staff answer the phone lines to help out.

Other surgeries get more aggression from patients.

A question was asked about tests and who reads the results, Dr and nurses read the tests, some tests take a lot longer. A swab test results can be: "if there is anything to be concerned about we will contact you" The anxiety about test messages is now over, patients give their current phone no for contact. Test results are on the NHS App. Everything goes onto the NHS app, after the GP or clinician has actioned it.

Members were asked how the PPG can support Hadwen. PPG Members could provide an information session to highlight the benefits of the NHS App. Hadwen has no signal so they would need to join the Wi-Fi. A member shared a recent experience which was time consuming,

the NHS App has simplified the access. Of those around the table only 7 members have access currently.

Test results goes into the NHS App, so patients can see it for themselves and this removes the need to ring the practice.

A question was asked about the PPG members providing an information session to those patients having a blood test, to enable them to get access to their NHS App. This was approved and 5 members offered to support this initiative, Jo will share the information sheet that patients get given at their blood test.

A desk at the front door will be visual to all patients. Leaflets can be downloaded and can be made available for information sessions.

Emma will share the date of the flu clinics, information leaflets could be available then.

Information may be able to go onto the website regarding these sessions.

AOB:

The issue of pharmacy problems should be raised the the pharmacy which is separate business and not under control of Hadwen.

A question of how many extra hours GP work outside of their contracted hours?

It can be up to 2 or 3 hours extra per GP per day. GPs do not have the European Working Time directive protection in their contracts.

GPs sending patients to the Hospital do not always know the name of the correct departments.

Volunteers have a difficult job directing patients to the correct dept.

No solution was forthcoming for this issue.

Staff Morale will be raised at our next meeting which is Nov 27th.