

## Minutes of Priory Avenue Patient Participation Group

11<sup>th</sup> January 2017

**Present:** Francis Brown **FB** (Chair), Barbara Kendall, Dr Funmi Chirnside **FC** (OMG clinical lead), Geoffrey Million, Julie Pammenter (OMG deputy practice manager), Linda Eberst, Susanne Caley **SC** (OMG HR) and Sue Lloyd.

**Apologies:** Anthony Hughes, Fran Hewitt (OMG) **FH**, John Flinn and Nicola Groom.

### Abbreviations and acronyms

ANP	Advanced nurse practitioner, a nurse with authority to prescribe some types of medicines.
BHFT	Berkshire Health Care Foundation Trust, the provider prior to OMG
CCG	Clinical Commission Group for North and West Reading, meet in public once a quarter
EMIS	An online system allowing patient access to their summary medical record, test results, immunisation history, repeat medication requests and appointment booking options.
EPS	Electronic Prescription Service is an electronic messaging service between GP practices and Pharmacies. It used the NHS "spine".
FFT	Friends and Family Test: "Based on today's experience, would you recommend this surgery to your friends and family?"
GPPS	Annual GP Patient Survey: Questionnaire sent to over 1 million patients
HWB	Health and Wellbeing Board, meets in public once a quarter. Representatives of the NHS, Reading Borough Council and Healthwatch all attend.
OMG	One Medical Group, provider started 1 Sept. 2016
PCCC	Primary Care Commissioning Committee, meet in public once a quarter
PPG	Patient Participation Group
PVG	Patient Voice Group (all the chairs of surgeries in North & West Reading CCG)
RCGP	Royal College of General Practitioners (assisted when in special measures)
SHS	Specialist Health Services, the provider prior to BHFT
STP	NHS and Local Authority Sustainability (keep within budget) and Transformation Plan

### Item 1 – Welcome

The Chairman declared the meeting open and welcomed those attending including Dr Funmi Chirnside, the new clinical lead for Priory Avenue and Circuit Lane. Attention was drawn to the new font used on the PPG notice board and the new ring binder which contains more than the last set of minutes. The folder includes a complete illustrated Guide to using the EMIS Patient Access System together with other patient information about the PPG, CCG PCCC and Healthwatch.

### Item 2 - Minutes of the last meeting

These were accepted.

### Item 3 – Care Quality Commission inspections

Following an unannounced inspection on 01 Dec 2017, the list of patients registered at our surgery has been closed. This means that no new patient can transfer to this surgery. This will allow a period for OMG to take stock of the situation. No other announcements have been made. All new providers are the subject of a full inspection about 3 months after starting. This is scheduled for 25 January 2017.

#### **Item 4 – Review of responses issues raised in December**

It was agreed that the suggestion that staff might “feel they are being attacked” by the PPG was unfortunate. The responses have been included Items 6 to 8 below.

#### **Item 5 – Patient engagement by OMG and by PPG**

The many PPG inputs to OMG, CCG and Healthwatch were briefly noted.

#### **Item 6 – Operational feedback**

As in previous months, OMG did not present any operational feedback relating to the patient experience at Priory Avenue. **FB's** view is that taking account of all the interactions between 01 Sept and 11 Jan, OMG has given the PPG the cold shoulder.

#### **FFT data and other patient experience data**

The FFT data for December had not shared even though it is a contractual requirement to publish the data. It was agreed that the FFT data would be released immediately. Requests for other patient experience data will be re-considered.

Action 1: **SC** on behalf of OMG to ensure the data is published locally. (Still outstanding as at 16/1/17).

Action 2: **FB** is to write to **FH** presenting the case for the publication of additional patient experience data as included in the PPG scorecard or PPG dashboard as developed with RCGP, SHS and BHFT.

#### **Walk in Clinic**

The Walk in Clinic at Circuit Lane has been the subject of mixed reports. The PPG was asked for its views on the viability of a Walk in Clinic at Priory Avenue.

Action 3: **FB** is to write to all PPG contacts to develop a list of local issues, which should be considered. Target report back within 2 weeks **to Dr FC**. (Issues might include but are not limited to the lack of long term parking, infrequent public transport to some parts of the catchment area, and the trade offs).

#### **“You said - we did survey”**

The “How easy was it to get an appointment” survey, run in October and November found 49% voted it was easy to get an appointment.

Two actions are being taken

- “Promoting the use of online services”. However, members reported that the number of online appointments on most days in January was NONE.  
Action 4: **Dr FC** is to investigate and ensure that some are available each day
- “Introducing a walk in clinic”. Now subject to a review see above

#### **“You said – We did – ideas list”**

An updated version is shown in Appendix A. The PPG is keen to promote this interaction. So far, only a few of the suggestions have been progressed.

Action 5 **FB** to update list and send to **SC**

Action 6 **SC** to review

#### **Item 7 – Staffing, Building and Facilities**

Staff vacancies based at Priory Avenue:

Patient Advisor, General practitioner, Healthcare Assistant and Practice Nurse

Staff vacancies at Priory Avenue and Circuit Lane:

Advanced Nurse practitioner and Practice Business Manager

Recent starters

Prescribing pharmacist working the equivalent of 2 days a week at Priory Avenue and 2 days at Circuit Lane

Telephone system

The telephone system does not deliver what was promised.. Patients want to know their position in the queue. Waiting times can exceed 10 minutes. See Appendix A for PPG suggested enhancements and corrections. Messages have not been refined since the day the system went live. It is reported by SC that the apparently random alternating between a dialling tone and music is not a fault.

Action 7 SC to Progress with Head Office (Damien)

The Visual Display System (“the TV”)

SC advised that this would be installed before 25/01/17. Not clear whether any feeds would be in place or whether this would incorporate the existing patient call system.

Action 8 FB to flush out the date the system will be showing Priory Avenue specific information.

“Staff on duty to day” notice board

This notice board has not yet been populated.

Action 9: FH aims to have in operation by the end of January

**Item 8 – Websites and systems**

The surgery websites

Site A [www.prioryavesurgery.co.uk/](http://www.prioryavesurgery.co.uk/) this web site appears to be in a state of hibernation much of the data relates to September 2016.

As a temporary measure PPG minutes are being hosted in the Healthwatch web site [healthwatchreading.org.uk/read-latest-activities-patient-participation-group-priory-avenue-surgery/](http://healthwatchreading.org.uk/read-latest-activities-patient-participation-group-priory-avenue-surgery/)

Action 10 FB send copies of all recent minutes to John Curry for inclusion on Site A above.

Site B [www.onemedicalgroup.co.uk/priory-avenue-surgery-reading](http://www.onemedicalgroup.co.uk/priory-avenue-surgery-reading) this web site is incomplete

Action 11: FH to clarify the purpose of the second site.

EMIS online Patient Access System – Online appointments

On most days in January, members reported that there were not any online appointments.

It will be challenging to encourage a greater uptake of online interactions with the surgery if there are so few opportunities to book on line. It was noted at the previous meeting that the surgery at Theale shows all appointment online, though they can also be booked in person or over the phone. Blood tests can also be booked online too.

See Action 12 Dr FC to investigate and ensure that a proportion of appointments can be booked online.

EMIS online Patient Access System – Patient records

No issues reported.

#### EMIS online Patient Access System – Repeat prescription requests

No issues but see EPS system below

#### Electronic Prescribing – EPS system

Since mid November, patients are reporting delays and local pharmacies are reporting delays and surges in the flow of prescriptions to them.

Action 13: **FB** to forward to Dr FC information about locum doctors and the EPS system.

Action 14: **Dr FC** to resolve

#### The iPlato system

This is a mobile phone system for gathering FFT feedback. It is desirable to have feedback from about 100 patients a month but we typically receive feedback from about 50 patients. More needs to be understood about the funding and operation of this system.

Action 15: **FB** is liaise with CCG and **FH**

#### The NHS Choices website

The data showing 0 male doctors and 0 female doctors has be removed. The correct numbers have yet to be shown

Action 16 **SC** is to advise the CCG of correct data. (The CCG control the feed to webpage with this data).

Action 17: **SC** to address comments dated 16 Nov and 27 Sept

### **PPG internal matters**

#### **Item 9 – Review of meeting and main issues**

- We have serious concerns about prescription delay and the uneven flow of prescriptions to pharmacists (ongoing since November).
- We have serious concern about the doubling of time to get a routine appointment. Winter pressures did not have this effect in prior years. Concern that this will be the new norm.
- We have serious concern about the lack of communication by OMG. The Q&A sheet prepared by Healthwatch and circulated by email to all PPG members fills only part of the communications void. Hard copies are not available in the surgery. Noted that content is “soft”. There are no target dates or measurable criteria. No leaflets, handouts, posters or up to date website information is available.
- We have concerns regarding the apparently passive CCG role regarding the quality of the mobilisation. Specific issues are all of the above together with the falling FFT ratings, list closure and the lack of engagement regarding patient experiences.
- If all of the “Actions” are followed though, we are hopeful that this meeting might be a turning point.

#### **Item 10 – PPG Plan**

No changes

## **Item 11 – Reports regarding other organisations**

### **Public meeting 12/1/17**

The event is being organised by Healthwatch Reading, Circuit Lane PPG and RBC councillors. See Healthwatch website for update. OMG plan to meet some RBC councillors at a later date. 3 PPG members plan to attend.

### **CQC visit 25/1/17**

Several PPG members are available to assist.

## **Item 12 – Committee membership**

There were no changes. We are keen to recruit patients who have time to join the committee. Please pass on the message. In particular, we need someone in the 20-35 age group.

## **Item 13 – Any other business**

No other business was discussed.

## **Item 14 - Date of next meeting**

Wednesday 8<sup>th</sup> February 2.30-4.30

## **Other meetings**

22 Jan 17	Health and Wellbeing Board 2:00 Council Chamber
08 Mar 17	PCCC 1:00 Newbury
21 Mar 17	NWRCCG Bath Road 1:30
???	STP Consultations

For more information about the Patient Group ask at reception or e-mail us at [prioryavenuePPG@gmail.com](mailto:prioryavenuePPG@gmail.com) or leave message at Reception.

## **Appendix A**

### **“You said - We did” ideas list, issue 4      11 Jan 2017**

The PPG is keen to support the successful launch of this style of working. It is restricted to low cost ideas.

1. Make the **blood pressure machine** signage more inviting and more obvious. Emphasise the result is private. Demonstration how easy it is to use. Do this at regular times.
2. To the repeat **prescription slips available from the Reception desk counter**, add text alerting patient to an alternative method. For example, “If you have Internet access, you can make repeat prescription requests online. Ask at reception for details”. “Look in the red ring binder on the table for an illustrated guide”.
3. To the notice in the main waiting area about **Test Results** add text alerting patients to the availability of an alternative method of accessing results. For example, “If you have Internet access, you could view your test results online. Ask at reception for details”. “Look in the red ring binder on the table for an illustrated guide”.
4. Highlight with a consistent style ALL the notices in the main waiting area to do with online appointment booking, online repeat prescriptions, online test results and online summary medical records.

5. Make **flu clinics bookable online**. Balmore Park and Mortimer surgeries offer this service to patients.
6. To help keep patient interest, the **question on the new notice board** should be periodically changed. Suggestion for the next question is: "Did you know that you can now view your medical record online?" and support this with illustrations copies for the PPGs illustrated guide.
7. **Social prescribing** is a new concept to most patients. Advanced publicity describing its scope and relevance is suggested.
8. Explain to patients the point of the **monthly Friends and Family Test results**
9. Feedback on the Leaflet "**Do you have a compliment, comment or concern about our service**" It is attractive but:
  - a. It is not clear if this folded A4 leaflet is in **addition to or an alternative** to the A5 single sided Friends and Family Test leaflet. Both are on the Reception Desk counter.
  - b. The **virtual Patient Participation Group** idea was abandoned about 3 years ago because there was no moderator.
  - c. The email addresses need to be passed on to the PPG

#### **10. Telephone system**

- a. In core hours: **if calling for test results and kept waiting more than 1 minute** play a message once to advise patients that test results are also available on line. For example: "If you have Internet access, you could view your test results online. Ask at reception for details".
- b. In core hours: if calling to **make an appointment and kept waiting more than 1 minutes** play a message once advising patients that appointments to see a GP can also be made online. For example, "If you have Internet access, you could make an appointment online. Ask at reception for details".
- c. The **message played when phoning outside core** hours could be extended to publicise all the online options. For example, "If you have Internet access, you can make an appointment online, order repeat prescriptions online, see test results on line. You can also see you summary medical record including your immunisation history. Ask at reception for details".
- d. The **message about opening hours** should include the up to date extended hours information for the next month.
- e. In core hours, option 5 opening times information is incorrect. It does not include the extended week day hours or the alternate Saturday open dates.