

PPG Meeting

Date

Fri 13 Dec 2024 13:00 - 14:00

Location

Large Meeting Room

Confirmed attendees

Amy Hood, Kate Slater

Other Attendees

KS,AH,RH,DS,FMS,GW,GD,LR,PW,SD,TF

Details/Agenda

1. Welcome
2. Introductions
3. Word from the Chairman
4. Feedback from Rother Vally South PCN Community Health Forum – CC
5. Feedback from the [Patient Experience](#) survey - see [Practice Comparison](#) - on hold?
6. Proposal to reduce call times to move fit notes to the app - KS
7. Practice update – KS

- Building

- Staffing

- DNAs

8. AOB

Minutes

1. **Welcome by our new Chair Richard**
2. **Introductions** - Intro and round robin to welcome new member LR and welcoming back PW after her recent absence. Apologies sent from TH, HW and CC
3. **Word from the Chairman** - RH puts forward request to the group for anyone who wishes to step up to take responsibility for the Notice Board following the passing of member JA who will be sadly missed, please to speak to him following meeting if interested. Discussion had over Suggestion box which appears to primarily end up with children's drawings in it. Suggestion of creating a children's corner which was vetoed due to work involved; infection control/time to clean/health and safety risk assessments.
4. **Feedback from Rother Valley South PCN Community Health Forum** – CC unfortunately not present tabled to next meeting
5. **Proposal to Move fit notes to the app with expectation of reducing call times** -
 - KS presented her work around call wait times.
 - 20% of our overall daily calls are made in the first hour of opening the worst one being a Monday creating a waiting time of 20-25 minutes. Many of these calls are for admin related issues such as sick notes, blood tests, chasing referrals, script issues.

- KS would like to put forward adding a time limit to Admin requests whereby patients can only call in the afternoon or use online functions via NHS APP to request.
- GD comments could we push all results/prescription requests to be not done by phone at all.
- LW and TF both comment that we cannot digitally exclude anyone but that we should push the APP.
- The group mentions that our telephone message still gives information on the Rotherham health app which is no longer functional. KS aware and we will be altering this.
- Group discussion re can we have a message to say e.g. *'If your enquiry is regarding xxxxx leave a message'* DS comments that answerphone option could be good but that wont stop people from calling. KS comments that we know it wont stop people ringing but may help take people out of the call queue, answerphone not best option as we dont want requests for prescriptions being left.
- Message could direct patients to use online services and then cut off. GW - we would need signs up on notice boards aswell. PW comments on Rotherham being one of the most digitally excluded regions in the country need to make sure options are still avialable for the people.
- FMX comments that the complaint QR code is digitally excluding people as no other option is mentioned also that on the website this is the only option an no link is there. KS website is being overhauled in new year this will be looked at.
- GD - people ignore the message it needs to kept as short as possible and that if you know the correct redirection number you can skip the message.
- RH - closes discussion with overall consensus that a move to more digital method for most admin issues would be welcome and mentions that the admin self service online could be left on out of hours so patients can send request in evenings and weekends. KS would prefer not to do out of practice hours at present but can add that there is no cap to the amount of admin online requests that we receive when open.

6. Practice update

• Friends and Family Test

- KS Last meeting we reported very low feedback but are now please to say after correcting some IT issues we now have numbers back in expected range.
- September 600, October, 1535, November 825. We haven't had time to review in depth as yet but can say our positivity rating is at 94-97%.
- Majority of the anonymous comments are regarding Flu clinics which went well despite issues with the door on weekend clinic.
- Several comments praising the call back line function which we are pleased is going well.
- Of the 3% which are negative grumbles they were regarding attitude of staff and that the patients didn't feel listened to by the GP however no member of staff has been named specifically so this cannot be investigated.
- FMS comments on some clinical staff not using name badges or not stating name when calling patients could be causing this problem.
- Heated discussion followed regarding staff attitude some members of the group were speaking of personal experiences here so specifics will not be recorded.

- LW believes further training is required. KS - we have been doing more team building exercises and training is given annually.

- GD&KS comment regarding only having 3% of recent appointment reviews be in the negative via friends and family test is much lower than national average and we are doing very well with patient satisfaction.

- RH - proud to be a part of the surgery a 97% success rate is very impressive.

- **Staffing**

- Staffing situation amongst nurses is now much more settled since our new Lead nurse started and we are also expecting a nurse back from maternity at end of January.

- Assistant practice manger position created and TB started in November, will hopefully be present at next PPG meeting for introductions. He will be picking up the redesign of the website which is a big project.

- **DNAs**

- coming back down to 7% from high of 11% during 1st month of flu clinics.

7. AOB

- FMS proposes topic for another meeting to be related to the complaints process, RH tables for next meeting.
- GW -comments on if we can procure the old lloyds downstairs for more room for the practice, KS the question has been asked no further information at present.
- PW can there be a leaflet/booklet for patients about the surgery in general such as for new patients. KS we already have a newsletter.
- RH will table digital exclusion for next meeting also.

8. Next meeting date 14/02/2025 1pm

Actions

KS to add figures