

Hedena Health Patient Participation Group (PPG) minutes
Meeting held at Barton Site on Wednesday 27th February 2019.

Some of the points raised at the meeting and noted in the minutes have solutions, the others have ongoing action.

Telephone calls/Call backs/Call stats:

- Call backs to be looked at, maybe messaging service should ask name and telephone number for those who call from withheld – Message to be amended to say that if your telephone number is a withheld number, please remain on the line as we will be unable to return your call.
- Can call backs be done sooner or within a time frame as some patients could be waiting all day for a call back? Add message to call back giving a time frame and explain only use this option if non urgent -This is checked regularly now
Call waiting better, now tells you which number in the queue you are. Still takes a while to get to that point can we change it so it tells you which queue number sooner?
- Call stats e.g. abandoned calls, length of calls etc. to be added to minutes – We will communicate this as percentage for the 4 calendar weeks that lead up to our face-to-face PPG meetings
- Shorten telephone message as it takes a while to connect - Awaiting a confirmation date from telephone service team to discuss actioning this
- Could we look into call backs between 12.30pm and 13.30pm
- Call backs can take up to a whole day and sometimes not at all – We will look into a timescale for this
- Reduce acronyms in minutes –We will adhere to this going forward
- Set up new email for PPG members and Fiona to access – Agreed with Chair (CG) as best way to lead Virtual PPG.
- Request for call stats, how many calls do we receive in a day –This is received twice daily by the Patient Services (PS) Manager and the Deputy PS Manager.
- Positive feedback given once getting through to Patient Service Advisors (PSAs) – Very efficient helpful PSA's on calls
- How do we check if there are call backs in the queue – To look into and confirm
- Already looking to changing the message we leave for patients (i.e. by one of our GP's) – Tone of person leaving message important

Test results sent by SMS (Text message):

- Clearer SMS test results as sometimes these are unclear, which can be worrying for the patient. Add which test the doctor is referring to and if abnormal add which ones are normal also - Fed back to Clinical team March 2019

Named GP/Appointment booking:

- Communication to inform patients of change of GP – agreed website will be updated and that patients will be informed when they contact the practice.
- Explained we have new shareholders and GP's therefore better allocation to patients to have own GP
- No way of knowing when own GP is on leave online – is this added on the website? This information will be added to the website where leave of 6 wks or more (agreed with Chair).

- Online appointments: not able to book with different GP online if own GP is away – currently the online booking system doesn't allow a patient to book with another GP.
- Booking blood test on line still not possible- this is not available on the current appointment booking system
- Script request turnaround is 48 hours, can we increase this to 72 hours?
- We are fortunate we do have a lot of GP's

Practice booklet:

- New practice booklet was looked at and discussed. A few changes are required, bigger logo etc.
- Distribution of Practice leaflet – Can we get these in to care homes etc?

PPG Group Appointments:

Cath Greehy – appointed chair person

Yvonne Newman – appointed secretary support (to be confirmed)

Meeting frequency

- 2nd meeting, suggested we meet every 6 months, including virtual PPG going forward – Plan to meet again in May and agree meeting frequency.
- Is it possible to have more staff working on 'on line' messaging so to speed up reply -now 2 other PSAs trained

Staff:

- Actively looking to recruit pharmacist -Now appointed

CQC Inspection:

- Still waiting for CQC- Volunteers to join us during our inspection
- CQC inspection imminent , invite PPG to join us. CQC will give us 2 week notice, They will be with us 1 day maybe over 2 days
- Health Champion Volunteers discussed briefly. Revisit at a later date.

Site updates discussed:

- Discussed refurb at Barton and Bury Knowle, new carpets etc.- Ongoing
- Barton will accommodate growth with 3 extra consultation rooms - extra 400-500 extra homes, could take us to 29,000 patients

Pilot study:

- Video consultations to take place on a Friday with 1 or 2 patients as a trial for now

Feedback:

- Please ask patients to leave feedback about the practice on NHS choices.