

ST. PETER'S SURGERY - PATIENT REFERENCE GROUP (PRG)

MINUTES OF THE MEETING HELD ON TUESDAY 7th NOVEMBER 2017

1. ATTENDANCE

PRESENT

Mr J Emery (Chair)
Mrs A Pritchard (Minutes)
Mr J Dwyer
Mr W Ellens
Mr R Etchells
Mrs P Etchells
Mr T Collins
Mr G Hudson

APOLOGIES

Mr C Bruno
Mr D Whittaker

2. WELCOME & REGISTRATION

Members were welcomed to the meeting and the attendance sheet was signed on arrival. Mr Hudson was welcomed as a new member to the Group.

JAE stated that the membership database had been reviewed. Patients who had not attendance during the last 2 year had been removed from the group. Whilst a written invite will not be sent out this does not prevent them from attending future meetings as advertised. The size of the PRG has been reduced for 33 to 12 members.

3. MINUTES OF THE LAST MEETING

The minutes of 18.7.17 were approved. JAE reminded the members that all previous minutes are available for viewing on the Practice Website: www.stpeterssurgery.com

3.1 MATTERS ARISING

None

3.2 ACTIONS

There were no outstanding actions

JAE thanked Mr WE for reporting an error on the Practice website. The website had been updated immediately.

4. ACTION PLAN 2017/18 - Progress Review

Reception & Telephone Access – JAE confirmed that installation of the DDI numbers had now been completed. Hopefully, with the re-direction of calls this will assist the Receptionists with the target to answer of 90% of incoming calls within 90 seconds. Statistics for previous quarters are: Q1 – 1:31; Q2 – 1:50; Oct 17 – 1:59. The practice had been a Receptionist down but hopefully now we have full complement of staff members the figures should improve.

Patients are still being encouraged to use the self check-in screen. Statistics for previous quarters self check-in are: Q1 –54.3%; Q2 – 53.7%; Oct 17 – 60%.

Mr JAE confirmed that staff had been reminded of the targets.

Appointment Access and Waiting Times - DNA's continue to be a problem, (see DNA audit item 5).

Appointment System Review

Following the submission of the Practice Business Case, funding has now been secured in principle to support the move to EMIS appointments.

However, this would mean all patients registered for on-line access would need to be contacted in order to re-register. Mr TC commented that this could be an opportunity to promote the use of the online services.

Statistics for previous quarters are: Q1 – Online Use 2%; Q2 – Online Use 2%; Oct 17 – Online Use 3%.

5. REVIEW PRACTICE AUDITS

5.1 DNA – Patient non-attendance continues to be an issue. Statistics for previous quarters are: Q1 – DNA Rate 9%; Q2 – DNA Rate 8.7%; Oct 17 – DNA Rate 9%. Mr TC commented that due to the demand, it was possible some patients could not get through on the telephone lines to cancel their appointment? He also commented that the practice's 'in-house standard' of 6 non-attendances in 12 months was very generous.

5.2 Infection Control- Audit figures on 9.5.17 showed 96% - only very minor issues for which an action plan is already in place.

5.3 Minor Surgery – Audit figures 98% - only very minor issues for which an action plan is already in place.

5.4 Complaints & Suggestions – There had been 19 complaints in the 12 months to the types and trends were discussed.

6. PATIENT QUESTIONNAIRE

Practice design vs GPAQ (GP Access Questionnaire)? - In order to reach a decision as to which survey the practice should use, Mr JAE highlighted the different types of approved surveys available; some free and others which did have a cost implication.

Mr JAE suggested the GPAQ survey as the questions were relevant and, as this has been conducted in the past, this would provide some comparison. It was previously run over a 6 week period.

Mr TC had asked if both the GPAQ and the 'Practice Expectations' surveys could be run at the same time, however due to resource issues and contractual requirements this was not possible.

The GPAQ was therefore agreed by the group, with a possibility of running the Practice Expectations survey next year. JAE to post survey questions to Mr WE for review.

Mr WE asked regarding a 'Nurse Survey' – JAE stated that one had been run previously – JAE to retrieve.

7. PRG RECRUITMENT & DEVELOPMENT

There will be a Flu clinic on Saturday 18th November for children. Perhaps this could be an opportunity to target the parents and promote the PRG? Mr WE volunteered to promote this - to let JAE know if subsequently cannot attend.

Mr WE suggested targeting ethnic group centres – letters, volunteers? He stated that he did have contacts within the Caldmore Area.

8. ANY OTHER BUSINESS

In answer to a question raised, by Mrs PE, about federations – JAE confirmed that St. Peter's Surgery held a share in Palmaris Healthcare Limited. JAE gave a brief overview of the various Practice grouping within Walsall, Walsall Alliance, Modality, Umbrella Medical, Palmaris Healthcare Ltd, TPG and a number of Practices who have remained outside any specific group.

9. AGENDA FOR NEXT MEETING

- Review Action Plan 2017/18
- Practice Audits & Patient Questionnaire
- Develop Action Plan 2018/19
- Changes to the GMS Contract 2017/18 & 2018/19
 - Data Collection
 - GMS Digital

10. DATE OF NEXT MEETING

Tuesday 6th March 2018 from 7:00pm until 8:00pm