

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

MINUTES OF THE MEETING HELD ON TUESDAY 6TH MARCH 2018

1. ATTENDANCE

PRESENT

Mr J Emery (Chair)
Mrs A Pritchard (Minutes)
Mr J Dwyer
Mr W Ellens

APOLOGIES

Mr R Etchells
Mrs P Etchells

2. WELCOME & REGISTRATION

Members were welcomed to the meeting and the attendance sheet was signed on arrival.

3. MINUTES OF THE LAST MEETING

The minutes of 7.11.17 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

None

4. ACTION PLAN 2017/18 - Progress Review

Reception & Telephone Access – Telephone performance has deteriorated – has been up and down over past year due to staffing issues. Statistics for previous quarters are: Q1 – 1:31; Q2 – 1:50; Oct 17 – 1:59. Following a recent recruitment programme the practice now has a full complement of Receptionists, who will shortly be undergoing their Induction/Training Programmes. Receptionists will again be reminded of their targets and monitored closely to achieve our targets of 90% answered in 90 seconds.

Receptionists have worked hard to encourage patients to use the self-check in screen. This has resulted in our target of 80% not only being met but exceeded. Statistics for 2017/18 are: Q1 – Self check-in 54.3%; Q2 – 53.7%; Q3 – 60%; **Q4 (Jan & Feb) 85%** We will continue to monitor this service..

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

Appointment System Review

The move to EMIS appointments is now planned for the first/second quarter of 2018/19, either 1st June or 1st July. Mr JAE provided information on the different hardware that was being installed to support the move – new self-check in facility / calling system (TV screen). The issues which have to be planned for are as follows:

- 5390 patients are registered for current system of whom we need to either E-mail or send a letter to in order to re-register and for validation. The Anticipated Patient Target is 30% by 31.3.2019.
- Availability of online ordering of repeat prescriptions and appointments although this usage is not high it would cause an increase in telephone calls if not addressed.

Online usage has increased. Statistics for 2017/18 on-line use are: Q1 – 2%; Q2 – 2%; Q3 – 3%; Q4 (Jan & Feb) – 4%

5. REVIEW PRACTICE AUDITS

5.1 DNA - Patient non-attendance continues to be an issue. DNA Rate statistics for 2017/18 are: Q1 – 9%; Q2 – 8.7%; Q3 – 9%; Q4 (Jan & Feb) – 11%
It is hoped that with the new appointment system our DNA rate will reduce as we will be able to send out text reminders and patients will also be able to cancel appointments via text message.

5.2 FFT – COMMENTS SUMMARY

The practice has received 32 Positive comments, 11 Negative comments and 9 patients did not make a comment. The following is a summary of the areas of concern from those patients providing comment summary:

- Booking appointments when they wanted one.
- Time taken to answer the phone.
- Too many people registered at the practice already as it can be quite hard to get an appointment sometimes.
- Waiting times within the surgery for your appointment.

5.3 GP Patient Survey

Results were discussed and it was shown that 'what the practice does best' exceeded the National Benchmark. However the areas for improvement are already recognised by the Practice.

5.4 GPAQ 2018 - (GP Access Questionnaire)

As agreed at the last meeting, the GPAQ questionnaire was used and the results were discussed and compared against 2012 and 2013 and also the National Benchmark. Full results will be published in the annual report
In response to a question from Mr WE, Mr JAE confirmed that the results included the nursing performance.

6. ACTION PLAN 2018/19

The main actions were agreed as follows:

- Call answering target of 90% in 90 seconds
- Self-check in facility – aim to increase usage target to 90%.
- Migration to new appointment system with SMS messaging
- Aggressively promote online access to repeat prescribing and appointments (to reduce call volume) – target 30%
- Conduct a patient survey
- Develop the PRG

7. PRG RECRUITMENT & DEVELOPMENT

No additional members to date. All suggestions have been carried out.

8. CHANGES TO THE GMS CONTRACT 2018/19

Details of the changes have not yet been confirmed in writing. The item was deferred to the next meeting.

9. ANY OTHER BUSINESS

Extended Hours – JAE outlined the current provision for Mon day and Tuesday mornings and Thursday evenings. JAE also highlighted the new GP out of hours provision being put in place by NHS England / CCG and provided locally by Waldoc. Given that there will be a higher proportion of these hours provided in the evenings it is proposed to move the practice extend provision to the Thursday morning. It was agreed that this was a reasonable proposal.

Terms of Reference (TOR) – The current terms of reference were circulated to members for review at the next meeting, change or accept?

Mental Health Leaflets - Mr WE stated he was promoting a talking therapies service for the Mental Health Partnership and asked if he could leave some leaflets [“It’s good to talk”] at the practice. Mr JAE confirmed that the leaflets would be made available to patients via reception.

10. AGENDA FOR NEXT MEETING

- Review Annual Report 2017/18
- Review and agree Terms of Reference
- Review Action Plan 2018/19
- Changes to the GMS Contract 2018/19

11. DATE OF NEXT MEETING

Tuesday 10th July 2018 from 7:00pm until 8:00pm