

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

MINUTES OF THE MEETING HELD ON TUESDAY 10th JULY 2018

1. ATTENDANCE

PRESENT

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

APOLOGIES

Pauline Bickley

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 6.3.18 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. TERMS OF REFERENCE

The Terms of Reference, circulated at the last meeting for comment and or amendment, were noted. No comment or suggested amendments have been received and there were no changes suggested at the meeting. Therefore, having reviewed the TOR they were approved by those present. JAE confirmed he would publish the reviewed and unchanged TORs on the Practice website.

5. PGR ANNUAL REPORT 2017/18

JAE confirmed that the PRG's Annual Report for 2017/18 had been published on the practice website. All PRG members present were provided with a copy of the PRG Annual Report, which included the 2018/19 Action Plan, for their information.

JAE highlighted a number of items in the report, the format and content, the ethnic breakdown of the Practice list and the ideal representation of the PRG assuming a group size of 20 patients. Currently the PRG group does not represent the Practice age distribution and ethnic diversity.

It was noted that there are currently 13 registered members of the group 4 of whom have never attended a meeting – although invites and minutes are sent to them. It was agreed that following a period of 2 years non-attendance they would be removed from the membership mailing list membership

6. ACTION PLAN 2018/19- Progress Review

6.1 Reception & Telephone Access – Telephone performance has deteriorated, with only 70% of calls being answered in 90 seconds, this is possibly due to continued staffing issues but it is also due to the nature of the telephone calls appointment demand and finite capacity generated longer calls. Receptionists will

again be reminded of their targets and monitored closely to achieve our targets of 90% answered in 90 seconds.

6.2 Self-Check in - Receptionists worked hard to encourage patients to use the self-check in screen but unfortunately our latest audit shows that our previous achievement of 85% has dropped dramatically to 34%. This will continue to be monitored quite closely going forward, especially in light of the new appointment system planned.

Statistics for **2018/19** are: Q4: 85%; Q1: 79%; July 2018: 34%

6.3 Appointment System Review - The move to EMIS appointments is planned for August this year; currently waiting upon confirmation of planned hardware, self-check in facility and patient calling system (TV screen), installation date.

Appointment Capacity - The recommended (NHSE via McKinsey / BMA) number of appointments offered per week is 72 appointments per 1000 patients. St. Peter's Surgery at 9700 patients would need to provide $(72 \times 9.7) = 699$ appointments. A recent audit showed the practice is currently offering 10% above the required number.

6.4 Online Services - Online usage has doubled over the last month.

Statistics for Online Use are: Q1: 4%; July 2018: 8%

6.5 DNA - Patient non-attendance has remained the same, however, the demand appears to have increased over the last few weeks.

DNA Rate statistics for 2018/19 are: Q1:10%; July 2018:4%

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.

7. PRG RECRUITMENT & DEVELOPMENT

As highlighted in the annual report for 2017/18 following extensive publicity only a very small number of patients had expressed an interest in the PRG. It was also noted that despite patients expressing an interest in the group, no new members had actually turned up following their invite, although one had sent their apology. The Practice will continue to publicise the PRG when sending letters out to: current on-line users, informing them of their requirement to re-register for a new on-line system; patients needing a flu vaccine and selected target groups.

8. CHANGES TO THE GMS CONTRACT 2018/19

NHS (GMS) Digital – Will continue to develop high quality secure electronic systems and pro-actively encourage patients and practices to use them.

NHS e-Referral Service - From October 2018 there will be a requirement for practices to use e-RS for all GP practice referrals to 1st consultant led outpatient appointments, where the system is operational. Patients will be able to manage their appointments on line

Electronic Prescription Service (EPS) - From October 2018, NHS England will start to implement EPS Phase 4 and have agreed an initial phase of implementation to a limited selection of practices during 2018/19; this will be on a voluntary basis.

Patient Access to On-line Services - Practices are required to offer and promote on-line services to patients for appointment booking, ordering of repeat prescriptions and access to information in the clinical record. All practices are encouraged to aim for a non-contractual target of thirty per cent of their registered patients to be using one or more online services by 31 March 2019, an increase from the previous target of 20%.

9. ANY OTHER BUSINESS

JAE informed the group of his forthcoming retirement at the end of August 2018. JAE also highlighted the Practices' continuity plans and confirmed that a new Practice Business Manager (Mrs Debbie Bradley) had been appointed and following an induction period would be taking over w.e.f. 1.9.2018. Both JAE and DB would be in attendance at the next meeting for a formal hand over.

10. AGENDA FOR NEXT MEETING

- Review Action Plan 2018/19
- Practice Audits
- PRG Development
- Changes to the GMS Contract 2018/19

11. DATE OF NEXT MEETING

Tuesday 13th November 2018 from 7:00pm until 8:00pm