

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

MINUTES OF THE MEETING HELD ON TUESDAY 5<sup>th</sup> MARCH 2019

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### **1. ATTENDANCE**

#### **PRESENT**

Mrs D A Bradley (Chair)  
Mrs A M Boothby (Minutes)  
Mr C Bruno  
Mr M Cooke  
Mr J Dwyer  
Mr W Ellens

#### **APOLOGIES**

Mr R Etchells  
Mrs P Etchells

### **2. WELCOME & REGISTRATION**

DAB welcomed all members to the meeting and the attendance sheet was signed on arrival.

### **3. MINUTES OF THE LAST MEETING**

The minutes of 13.11.18 were approved. DAB reminded the members that all previous minutes are available for viewing on the Practice Website: [www.stpeterssurgery.com](http://www.stpeterssurgery.com).

#### **3.1 MATTERS ARISING**

None

#### **3.2 ACTIONS**

DAB confirmed that there were no outstanding actions

### **4. ACTION PLAN 2018/19- Progress Review**

**4.1 Reception & Telephone Access** – Telephone performance has remained at approx. 2 minutes 15 seconds to answer 80% of calls. This is disappointing but has not been helped by changes to reception staff. However, the target of 90% answered in 90 seconds remains the aim and DAB confirmed that she would be looking more closely at why the target was presenting difficulties. Additional reception staff members have been recruited and are being trained. It is anticipated that this target be retained for next year's action plan. The provision of an additional telephone line is being considered as part of an overall system review.

**4.2 Self-Check in** - Receptionists have continued to encourage patients to use the new self-check in screen. We are still not able to report on the usage levels but the monitoring of performance is being investigated.

**4.3 Appointment System Review** – Whilst the target was achieved the implications, in terms of work load, of re-registering a significant number of patients (approx. 3000 patients) continue, see below.

**4.4 Online Services** – The transfer of on-line services to a new system has caused significant additional workload, see above. Approx. 730 patients have now re-registered for on-line access, approx. 7.4% of the patient list. As the target is 30% there remains much work to do.

WE asked what percentage of appointments was booked on-line as opposed to telephone and direct face to face appointments. DAB confirmed that 6.2% of patients were currently using on-line services.

**4.5 DNA** – Difficulties with extracting performance data on DNAs persist and therefore performance data is not currently available for the new system. Work load issues, i.e. CQC, staff recruitment and partnership matters, have delayed the implementation of an SMS text messaging system. This will be implemented in the next quarter and will routinely remind patients about their appointments. This should reduce the number of telephone calls and cancellations should improve appointment access. This should also increase the response to the Family and Friends Test.

**4.6 PRG Recruitment and Patient Survey** – Covered below.

## 5. REVIEW OF PRACTICE AUDITS

DAB outlined the outcomes of a number of internal and external audits to inform the action planning process

**Care Quality Commission (CQC) Inspection 21.11.2018** – With reference to the CQC's report DAB highlighted the fact that the practice was recognised as good against all of the CQC assessment criteria. The full report is available via the Practice website  
**Significant Events** – 11 significant events had been reviewed by the Practice. There were no trends identified and any required actions were identified and addressed as part of the event review process.

**Family and Friends Test (FFT)** – 52 patients completed questionnaires. There were 41 positive comments (41 patients) and 9 negative comments (7 patients) the main trend being access to appointments when needed / wanted.

**GP Patient Survey (National MORI Poll)** – DAB focused on the three main positives and negatives from the national survey and highlighted the telephone response times as an issue.

**General Practice Assessment Questionnaire** – Overall results were above the benchmark but the questionnaire did identify issues with telephone access, access to specific doctors and access in general.

## 6. ACTION PLANNING 2019/2020

DAB summarised the outcomes of the audits review to identify issues for the action plan.

- Refine the EMIS DNA monitoring searches to provide accurate performance data.
- Introduce SMS messaging to remind patients about appointments and facilitate timely cancellation of unwanted appointment.
- Improve access and availability of appointments.
- Improve telephone access and response times.
- Consider providing an additional telephone line.

After some discussion a draft action plan was agreed, subject to approval by the GP Partnership. DAB agreed to publish the approved plan on the Practice website.

**Action: DAB**

## 7. PRG RECRUITMENT & DEVELOPMENT

PRG recruitment was discussed. Ideas included a health promotion stand or carers corner in the waiting room promoting participation in the PRG. MC asked if it would be possible to have an open day. DAB confirmed she would look in to new ideas for getting more patients involved / interest in joining the PRG.

**Action: DAB**

## 8. CHANGES TO THE PRACTICE AND GMS CONTRACT 2019/20

DAB confirmed that, with effect from the 31.3.2019, Dr M F Crowther would be retiring from the Practice. DAB also assured members that this would not affect the number of appointments as two GPs, Dr Obot & Dr Ching, have already been recruited and will start

with the Practice in April 2019. Both the new ANP and Practice nurse were discussed and the increased number of appointments highlighted DAB confirmed that patients were being made aware of their availability. CB asked if the new GPs were in effect junior GPs and DAB confirmed that both new recruits were established GPs.

DAB gave a brief overview of the changes to the GMS contract for 2019/20 and confirmed that whilst all items would be explained over the course of the coming year, it was important to highlight a few of the changes at this stage.

**Additional Services FP10 Changes** - Contraception services will no longer be an Additional Service under the Regulations but will become part of Essential Services, 1.4.2019. This is a contractual change and will not affect patients at St. Peter's Surgery. For all future prescriptions, where the medication is for a Sexually Transmitted Infection (STI), the prescriber will need to endorse the FP10 form.

**Network** – Primary Care Network Contract DES goes live 1.7.2019 (Preparation starts in Walsall from 1.4.2019). DAB explained the local preparations and highlighted that the network is a positive for patients as it should increase access to extra staff and professions, i.e. dentists etc.

CB asked if out of hours GPs can refer patients, DAB confirmed that this was not possible at present but is planned for the future.

WE asked if this will affect GP payments, DAB explained that this was additional funding.

**QOF Reform** - 28 indicators retired; 15 new indicators; introduction of personalised care adjustment and Quality Improvement domain

**Digital** - New digital improvement requirements are being introduced including access by patients online to full records by 1.4.2020 – all new patients registering after the 1.4.2019 must be given full on-line access.

**Access** - NHS111 direct appointment booking is being introduced into practices, where the technology will facilitate this, nationally, from 1.4.2019 – one appointment per 3000 patients per day, (i.e. 4 per day St. Peter's Surgery)

## 9. ANY OTHER BUSINESS

CB asked if "Brexit" would affect access to individual patient medication. DAB confirmed that this would be very unlikely and referred members to the Walsall Clinical Commissioning Group (CCG) website where information is available on this topic. WE asked if telephone appointments were effective. DAB replied that it is difficult to determine the effectiveness of all telephone appointments as it will depend on the individual patient's issues and circumstances. However, it does provide an alternative and it is important to retain the option for some patients.

## 10. AGENDA FOR NEXT MEETING

Review Annual Report 2018/19  
Review & approve the PRG Terms of Reference  
Review Action Plan 2019/20  
Development of the PRG  
Changes to the Practice & GMS Contract 2019/20

## 11. DATE OF NEXT MEETING

Tuesday 16<sup>th</sup> July 2019 from 7:00pm until 8:00pm