

# HARLEQUIN SURGERY

## PPG AGENDA

*Date: Monday 12<sup>th</sup> September 2022*

*Time: 4.00pm – 5.00pm*

*Location: Harlequin Surgery*

CHAIR – MR ALVIN FOLLOWS (AF)

OTHER ATENDEES: BEVERLEY FOLLOWS (BF), JODIE CORBETT (JC), JOSIE MCCUTCHEON (JMC), MANJIT NAGRA (MN)

### 1 – TERMS OF REFERENCE

- The Terms of Reference were read and agreed by the group.

### 2 – STAFF UPDATES

- MN advised we now have another prescribing clerk to support with prescriptions and calling patients in for medication reviews when required.
- 2 new receptionists have just started.
- 1 new administrator
- Doctor Raithatha has now left.

### 3 – APPOINTMENTS (EXTENDED ACCESS)

- JMC advised we have a clinic on the first Saturday of every month. There will be Advanced Care Practitioner, Nurse and Health Care Assistant appointments available on these days.
- MN advised our current demand for appointments is very high.

### 4 – FACEBOOK / WEBSITE / SUMMARY CARE RECORDS

- JC advised it would be good if we could use the Facebook page to advertise how appointments can be booked and the best times to call to book the appointments.
- JMC to check that all unofficial Facebook pages have been removed as JC and BF could see some others pages when they searched for us.
- JMC asked how the group find navigating our website. They felt it is a bit clunky and could be better. JMC to look in to this and feedback to our website provider.
- JC asked if patients will be able to see their blood test results through their summary care records. JMC to look in to this and feedback.
- All members praised System One Online and said they find this very user friendly.

## 5 - PATIENT REVIEWS

- JMC informed group of ways of leaving feedback about the surgery. A lot of people are now using google review over NHS choices, both of these options will be looked at by CQC so any positive feedback was encouraged.

## 6 – COVID AND FLU VACCINATIONS

- JMC informed the group that our first Winter Covid Boosters and Flu vaccinations will be starting on Thursday 22<sup>nd</sup> September (Nursing Homes) and 24<sup>th</sup> September (clinic in surgery).
- Both vaccines can be given at the same time and the uptake has been really positive.

## 7 – NEWSLETTERS

- JMC advised we will be starting a practice newsletter for patients. We plan to do 4 newsletters per year and will tie it in with the PPG meetings.
- JMC asked AF if he could do a paragraph to have in a PPG section of our first newsletters introducing the group to patients.

## 8 – PATIENT SURVEY

- MN ran through the patient survey results from this year. **(see appendix 1 for results and action plan)**
- Patient response was poor. JC suggested we start advertising in January that the patient survey will be sent out to a random selection of patients and encourage patients to complete survey. JMC to action this in January via Facebook, Website and Electronic advertising screen in reception waiting room.

## 10 – AOB

- BF asked how our DNA rate is at the moment. MN advised it isn't too bad at present. JMC to get numbers displayed on Facebook, Website and in waiting room.
- JMC advised there is a new service for patients to book an appointment via a text message link. We will be trailing this over the next few months for NHS Health Checks and Smear invites and will reassess and decide how it can be used going forward to create an easier access route for patients to book appointments.
- AF asked about the old contract we were tied in to with George Elliott for blood tests. MN feel this contract no longer stands. JMC to check this and feedback to group at next meeting.

## 11 – DATE OF NEXT MEETING

- **Monday 12<sup>th</sup> December 2022**  
**9.00am – 10.00am**  
(It was agreed that a Microsoft Teams link would be set up so people can join virtually if they wish, however patients can still come to the surgery to attend the meeting if this suits them better).

## Appendix 1

# The Harlequin Surgery

## Patient Survey

A few details about the survey:

- \* Survey sent to patients in January 2022. Results available in July 2022
- \* Total number of surveys sent: 381, sent back 109- 29% completed rate.

Where patient experience is best

The practice performs above the National average:

<b>Indicator</b>	<b>Practice performance</b>	<b>National performance</b>
Offered a choice of appointment when they last tried to make a general practice appointment	70%	59%
Patients took the appointment that was offered	97%	96%
The healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	85%	83%
The healthcare professional recognised or understood any mental health needs during their last general practice appointment	81%	81%
Patients felt their needs were met during their last general practice appointment	81%	81%

Areas of improvement and action plan:

<b>Areas of improvement:</b>	<b>What we are going to improve</b>
Appointments	<p>In turns to getting through to booking an appointment we are going to introduce Accrux self-book for LTC.</p> <p>It has been highlighted to the receptionist who their usual GP is. When a patient rings to book their appointment the receptionist will book the patient with their usual GP if available.</p> <p>More pre-bookable appointments for the usual GP's.</p>
Making an appointment	<p>More appointments will be available via Accrux.</p> <p>Explained extended hour appointments are available on Thursday evening and once a month on Saturday morning from 1st October 2022.</p>
Patients having confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	<p>Clinicians will try and involve patients in their care.</p> <p>Friends &amp; Family Test should be re-introduced.</p>
Patients feel that they need more support from local services or organisations in the last 12 months regarding long term conditions	<p>Due to Covid some services were on hold or not taking place at all. Therefore, this has had a knock on effect. The waiting lists are longer. Majority of the referrals have been changed to Advice and Guidance. As we are trying to get as many services up and running there is still some obstacles due to Covid and the hospitals have longer waiting list.</p>