

The Family Practice Western College Patient Participation Group

Resume of the meeting held via Zoom 5/8/2021

Present:

David Shelton (DS)	
Jill White (JW) (Chair)	
Ann Nichols (AN)	
Adrian Longstaffe (AL)	
Catherine Eva (CE)	
Penny Dobson (PD) (Minutes)	
Keith Dawes (KD)	
Ann Hannay (AH)	
John Plumb (JP)	

Apologies:

Nicholas Benson	

- 1) The meeting was called by JW in order to review the results of the Practice's patient survey, a MORI poll of a representative sample of 300 patients (100 returned, as part of a MORI national survey). In context with national and local CCG data, the Practice is generally very much on track, but below performance on questions relating to access. Viz
 "find it easy to get through to the Practice by phone" (56% c/f local CCG average of 67%); 21% " get to speak to their preferred GP when they would like to" (21% c/f local CCG average of 43%). A summary of the results are available on the Practice website.

- 2) JW pointed out that the Practice has done well (particularly with the difficult circumstances of Covid) to keep the high scores of patient satisfaction with the GPs and the nurses once a consultation has taken place. She is also aware that the Practice Manager and her team are aware of the access challenges and have been trying different ways to address these.

- 3) JW asked those present to share their responses to the survey and any personal experiences. There was a discussion, following which a few suggestions/queries were raised, in the spirit of positively supporting the Practice:
- a) It might be helpful for those using the e-consult service to have some guidance on the type of queries that will need to be referred for a telephone call (one member has had the experience of spending time on-line fully explaining the problem, then at the end being told that he/she has to ring in).
 - b) It is frustrating, after waiting half an hour or longer to get through the waiting system, to be told that they will have to ring back tomorrow!
 - c) Perhaps patients should be advised to ring in during different parts of the day, in order to avoid the bottlenecks early in the mornings.
 - d) It was recognised that some “fast track” conditions are being responded to speedily and very well.
 - e) There was clarification that the e-booking system is not operational, but the e-consult service is continuing.
 - f) There was a suggestion that the appointments system protocols could be explained more clearly on the home page of the Practice website.
 - g) There was a query about whether our Practice has proportionally more patients than average?
 - h) Also, do the GP partners and the Practice management team regularly meet up with other Practices in our Group to mutually share experiences/what works?
 - i) The NHS App seems to be working well for repeat prescriptions.
 - j) AL mentioned that he had some examples of administrative errors both pre and post Covid. AL is taking these up directly with Kathy Turner.

KD noted that he thought that there were some matters arising from previous meetings that were relevant – to be addressed at the next PPG meeting on **6th September 2021**.

PD 8/8/2021