

## **Draft Minutes of the VSG PPG Meeting held on**

**Tuesday 9 May at 6.30pm by ZOOM**

**Present:** Esther Sadler-Williams (Chair), David Williams (Vice Chair), Terri Hull (Secretary), Peter Overmeer, Jan Fereday-Smith, Suzy Leaman, Nikki Roseblade, Gill Jones, Janet Foster, Ian Waddington, Ian Cameron, Wendy Bell, Anne Dawson, Pat Lester

### **1. Welcome and Apologies:**

Esther welcomed everyone to the meeting, including a particular welcome to Pat Lester from Gifford Lea.

Apologies were received from: Trevor Ferrigno, Clare Marsh, Kate Evans, Lizzi Tench, Mags Roseblade,

### **2. Approval of Minutes of 18 April and Matters Arising:**

The Minutes of 14 March were approved and the Action Log updated.

Matters Arising covered elsewhere in the agenda.

### **3. Planned revision to Appointment System – ‘book ahead’**

Esther confirmed that the Practice is considering making changes regarding the ‘advance booking’ of appointments.

Esther contextualised the current situation regarding ‘on-the-day’ and/or any other appointments, which require individuals to phone the Practice because patients cannot advance book; albeit that Patient Access provides the opportunity to forward book for up to 2 weeks.

Those members of the Communications Sub Group who shadowed the Reception Teams most recently, witnessed how (typically) ‘on-the-day’ appointments are filled very quickly and often within the first 15 minutes.

The BMA is currently promoting improved access for patients to stem frustrations. As a PPG, we have been aware of current frustrations and an outcome of our Patient Survey, is how to improve the situation.

It is suggested that from 5 June those frustrations will be addressed by allowing patients to ring and forward book 7 days ahead and with Patient Access 2 weeks ahead.

Nikki and the Team are also investigating solutions to enable texting appointment reminders to patients at least 1 day before their booked appointment.

It is to be stressed that the numbers of appointments do not change, but the intention is to free up 50% of available appointments to be booked ahead. Whilst this trial will initially result in fewer ‘on-the-day’ appointments being available, it is felt that, once embedded, it should even out. Nikki confirmed how the Practice Team had decided upon a 50/50 split and Nikki also confirmed the release pattern of appointments (both for 7 and 14 days

ahead). The PPG was reminded that there is a contractual obligation regarding the numbers of appointment available on Patient Access. It is also inevitable that 1 or 2 patients will still come to the window and which is recognised to be unavoidable.

Kate and the Team have recently attended a Practice Managers' Meeting and found that this system has the potential to improve patient experience and satisfaction and avoid the '08.00hrs dash'.

It is intended to email all patients 1 week ahead of the planned introduction (acknowledging Bank Holidays) and there will be comms updates on the VSG Website/Facebook. In addition, there will be a '*notification of the change*' phone message which will be introduced from 30 May and then a '*revised message*' in place from 5 June. Our next PPG Newsletter post-dates the launch, so there is scope for comment within the Newsletter on patient reaction regarding the launch/introduction. Comms have already been drafted by the PPG.

The PPG were entirely supportive of this planned initiative; particularly as it will link to an outcome from the 2023 Patient Survey. '*You said.. we listened*'. It is felt that this is potentially a mutual and beneficial outcome.

Following comment from members of the PPG, it was requested that

- a review schedule be drawn up to evaluate the introduction of the new system. The suggestion is to initially review after 1 month
- clarification was required as to whether patients still need to call between 08.00-09.00hrs to make appointments.

Receptionists will continue to signpost but they are now prohibited from advising patients to ring back tomorrow. The Team is excited, if a tad apprehensive.

*For information and as a reminder ... From 15 May 2023 the GP Contract (2023/24) will be updated to make clear that patients should be offered an assessment of need, or signposted to an appropriate service, at first contact with the practice. Practices will therefore no longer be able to request that patients contact the practice at a later time.*

## **Agreed Focus for 2022-23.**

### **4a. Communication Sub Group**

#### **Patient Survey**

Esther presented a very detailed and initial update on the 2023 Patient Survey responses. There were 668 responses (19 hard copies); comprising a 25% increase in responses viz-a-viz our 2018 Patient Survey. Included were 358 comments which still require evaluation (*Action Esther*).

Esther went through each question and since this was an initial resumé, it is not our intention to Minute first comments. It was felt important to note, however, that our first Patient Survey was pre-Covid and that the goalposts have changed, particularly in relation to telephone appointments. Overall, whilst many parameters were similar to the 2018 Patient Survey, there was a significant increase regarding levels of dissatisfaction with making appointments and which underpins what we anticipated.

Nikki will delve deeper into some of the data and in relation to gender and age profiles.

Suggestion that in terms of feedback, patients could be invited to a zoom meeting which may boost attendance. Early July was suggested as possible timing. Presentation needs to be developed for that (*Action Esther*).

Esther thanked for her sterling work in relation to the initial Survey outcomes.

## **Website**

Jan gave an update on the work of the Communications Sub Group who are currently reviewing the Website in support of the Practice and in line with the NHS Executive Guidance; creating a highly usable and accessible GP website for patients. This is the priority currently. Other work intends to review response letters to patients and guidance on the use of Patient Access. This was minuted in the last Minutes.

### **4b. Encouraging Younger Demographic.**

Esther continuing to work towards this outcome.

### **4c. Newsletter**

In Clare's absence Nikki reported that next Newsletter is scheduled for mid June and Terri has submitted a piece on the retirement of Brendan (Pharmacist Tattenhall) together with images. Since the next Newsletter will be after the introduction of the planned changes to the appointment system, it was agreed that the Newsletter contain initial reactions regarding the introduction of the forward booking of appointments.

## **5. Updates from the Practice**

In Trevor's absence, Nikki reported on updates and particularly the appointment of new staff which have been reported previously and which have started their inductions. There has been one NHSE complaint for a patient that was recently removed from our list for continual abusive behaviour.

## **6. Wildflower Garden/Transition Tattenhall.**

Ian W reported on the Garden and that Transition Tattenhall have asked Ian to create a map in support of the Mini Meadows Trail for Sunday 9 July 2023.

## 7. AOB

Empty Blister pack re-cycling update – Wendy requested that this remain in the Action Log and that she would report back when more information was available on this potential roll out.

Esther also recorded the heartfelt thanks from the VSG/PPG for the work of Brendan Nyss who retires from the Well Pharmacy on 12<sup>th</sup>/13<sup>th</sup> May.

### DATE OF NEXT MEETING

Tuesday 13 June 2023 at 6.30pm

Tattenhall – Vault, St Alban's Church

### ACTION LOG UPDATE & MATTERS ARISING AS AT 9 MAY 2023

| Log   | By Whom           | Action   |
|---|-------------------|--|
| Communications Sub-Group Review Doc (Version 7) | Trevor            | <b>DOCUMENT COMPLETE</b> and is displayed on VSG Website. Trevor to confirm that Practice Staff aware of this Comms Doc.   |
| 2023 Patient Survey                             | Mags/Nikki/Esther | <b>INITIAL SURVEY RESULTS –</b> shared by Esther with the group. More detailed work to be undertaken and from which an action plan/timeline will be drawn up.<br>Nikki to delve deeper into age/gender profiles for some data points.<br>Esther to analyse comments<br>Esther to prepare draft presentation on results |
| Encouraging a younger demographic               | Esther/Mags       | Continuing to work towards this outcome – <b>IN PROGRESS</b>   |
| VSG Confidentiality Agreement                   | Trevor/Esther     | Trevor to ensure that this is complete & with the 2 new PPG members Lizzie Tench and Shadia Topham – Esther to ensure Constitution reflects new membership   |
| DNAs  | Trevor/Nikki      | <b>CONTINUE TO MONITOR</b> in line with national picture.  |

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|---|------------------------------|--|
| Review of Website by Communications Sub-Group & SIGNPOSTING | Clare/Comms Sub Group        | <b>WORK IN PROGRESS ON WEBSITE REVIEW AND SIGNPOSTING</b> (in liaison with Clare)  |
| Defibrillator – request by Farndon PC                       | Trevor                       | <b>SITING AGREED</b> – PC to liaise with VSG - <b>COMPLETE</b>   |
| Plastic Blister Pack Initiative                             | Wendy/Clare                  | <b>REMAINS ON ACTION LOG UNTIL MORE TO REPORT</b> - Roll out to be agreed, together with safety issues, ensuring all blister packs are completely empty.   |
| Letters/Language re: Complaint Responses and Annual Reviews | Trevor/Peter/Comms Sub-Group | <b>IN PROGRESS</b> – Trevor has supplied redacted examples to Comms Sub Group.   |
| Patient Access  | Peter/Mags/Nikki             | <b>IN PROGRESS</b> - Identify solutions to assist the small % of those patients who are not registered or who are non-users.   |
| Introduction of 'Book Ahead' appointment system             | Trevor/Clare/Nikki           | <b>COMMS AND CHANGED PHONE MESSAGE</b> – from 30 May<br><b>IMPLEMENT</b> – from 5 June and with changed message in place<br><b>JUNE NEWSLETTER</b> – initial article on success/reaction of roll out<br><b>REVIEW/EVALUATE</b> schedule to be drawn up BUT initial review in 1 month |