

**PPG Meeting 13.11.2019**

**Staff Attended:** Dr Dennis Abadi (DA); Dr Steve Charkin (SC); Dr Saul Kaufman (SK) Dr Julia Miller (JM)  
Sharon Ryan (SR) – Practice Manager  
Sabrina Mensah- Bonsu (SMB) – Reception Manager  
Farhana Akhtar (FA) – Admin Manager  
Michelle McDonagh – Clinical Co-ordinator (MMCD)

**PPG Speaker:** Joyce Green (JG) – PPG Chair

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**Agenda Item 1:** 2019 NHSE Patient Survey Results – FA  
**Agenda Item 2:** PPG Patient Survey Results 2019 – JG  
**Agenda Item 3:** Practice Updates – Primary Care Network & New Developments for 2020 – SK & SR

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JG introduced herself as the PPG chair, and explained what the PPG does and aims to do further.  
The main objective of the PPG is to improve communications and services to patients.  
The PPG meet throughout the year to discuss how the practice is performing and what can be improved.

**Agenda Item 1: 2019 NHSE Patient Survey Results**

The GP Patient Survey is a survey sent out by NHS England once a year to random patients from the practice – this year the survey was conducted between the months of January – March 2019 and published in July 2019.  
The survey provides practice-level data about the patient’s experiences of the GP practice. It covers a wide range of topics such as;

- Making appointments
- Perceptions of care at appointments
- Patients health
- Overall experience

474 surveys were sent out with 116 being completed and returned to NHSE. The practice scored the highest in the following 3 areas compared to the local CCG average:

- **Overall Experience:**  
98% of respondents described their overall experience of this GP practice as good; the practice scored above the local CCG average of 79% and national average of 83%.  
FA explained that the practice aims to continue to maintain our patient experience to the highest standard and our service/various choices of appointments have enabled this e.g. patients have a choice to see/speak to the doctors of their choice where possible; patients can book emergency on the day appointments as well as appointments in advance.
- **Patient Experience:**  
96% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions. The practice scored above the local CCG & National average of 78%.  
The practice is able to offer Care Navigation for our vulnerable and frail patients; Services such as the stop smoking clinic, counselling are held in-house.  
Staff have either been trained or are in the process of being trained for sign posting which means they are capable of directing patients to the right services.
- **Mental Health:**  
99% of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment. The practice has exceeded the local CCG average of 82% as well as the national average of 86% in this area.

Overall looking at the results the practice scored higher than the CCG average in every question.

In order to maintain good patient experience, the partners and PM meet every quarter to review the practice appointment capacity; the managers of the practice continuously review the training needs of staff to ensure that all staff are trained to a high standard.

### **Did Not Attend (DNAs)**

FA highlighted that in the last quarter the practice had 570 DNAs – this is where patients did not attend their GP/Nurse appointment – this equates to 101 hours of clinical time lost in the space of 3 months.

In order to increase our appointment capacity we already have a dedicated appointment cancellation line and will be also be looking into other options in trying to reduce the number of DNAs.

The practice has a suggestion box – patients are welcome to add any suggestions on how we can reduce our DNA figure.

Agreed that the PPG would look into this and see whether they could suggest any communications in this area

### **Agenda Item 2: PPG Patient Survey Results 2019**

There was a lower response rate this year compared to the previous year with only 192 responses compared to 397 from 2018.

- There continues to be a high degree of satisfaction with the quality of all staff with 2019 being the highest seen since the PPG performed a patient survey.
- The practice premises, especially its cleanliness continues to stand out.
- Appointments are easy to get, fast and on time with reasonable waiting times at reception.
- There is an increase in awareness of online (website, online booking and repeat prescriptions)
- Reception issues recorded are lower than in previous surveys.
- Improvements are focused around the telephone service and surgery entrance:
  - SR is looking into a new intelligent phone queuing system for 2020.
  - A patient who was present at the meeting vocalised how they are getting the local councillors involved with the closure of Circus Road, the patient feels that the closure is unjust and has letters from the Hospital of St John & St Elizabeth Project Manager & CEO as proof for the reasons of the closure to take further with the councillors.  
It was explained to the patient that the Hospital of St John & St Elizabeth are the landlords of the practice and we are abiding by the rules of our landlord.  
It has been explained to the practice that it is a health & safety issue as there are numerous deliveries etc. coming into the Circus Road entrance.

### **Agenda Item 3: Practice Updates – Primary Care Network (PCN) & New Developments for 2020**

- The practice geographical area is now 1/3 of the previous area to help reduce the amount of patients registering with the practice on a monthly basis – this enables the practice to continue to give excellent care to the registered population. The list size was going up by 100 new registrations per month but is now approximately 25 per month.
- The practice is involved in various research projects that take place throughout the year and the practice also receives alerts on a regular basis where we search for patients on specific drugs and review any actions needed – these alerts come through from the Medicines & Healthcare products Regulatory Agency (MHRA).
- Reception staff are taking more details over the phone, this is to prevent GPs having to call patients back.  
This is also helping staff sign post correctly (sending patients to the correct services), which protects GP appointments and mean patients get seen appropriately.
- Primary Care Network (PCN) – SJMWP is working with 6 neighbouring practices and 3 neighbouring networks.  
Currently the practice provides – ECG; Warfarin Monitoring; Spirometry & 24hr BP in-house for the PCN. The practice/patients also have access to other practices within the PCN called ‘hubs’ – this means that patients can be seen on the weekends for other services such as cervical smears.

Thank you to the PPG members for helping with the patient surveys as well as the chair of the PPG for analysing the results. Thank you to all who attended the meeting.

From the results of both surveys it shows that staff at the practice take pride in the work that they do and that we have a lovely team of staff who enjoy working at the practice.