

# Thaxted Surgery – Patient Participation Group

## Minutes – 11 October 2018

**Present:** Jonathan Curtis; Michael Delahooke; Harry Ellis; Joan Greenfield; Keith Isgar; Margaret Legg; Jane Lucas; Jon Spencer; Jessica Peck; Sarah Carruthers.

**Apols:** Shielah Rengert; Chris Rengert; Trina Mawer; Pam Gale; Dianne Drury; Bob Bass; Joan Gray; Carol Skelton; Dianne Claxton; Norman Mitchell.

### What's New?

#### *Progress on the new building*

Building work has now started. So far, noise is tolerable and the practice is functioning much as usual in the existing building.

The car park is cordoned off and hoardings have been erected around the entrance ramp. For the most part, patients are finding access manageable, however, there have been some issues with mobility scooters coming up the ramp and then getting stuck. There is a phone outside the front door allowing patients to call the reception desk if help is needed. Reception are also happy to pop out with a wheelchair to help patients get up the ramp.

#### *New and changing services*

- **Dementia Care Navigator** from the Alzheimer's society is now coming into the surgery for one afternoon a month. They offer 30 minute appointments for patients with dementia and/or their carers, focusing on social and emotional (rather than medical) support.

Appointments have proved popular. PPG members noted that this means they are booked up quite far ahead and patients who need help urgently cannot access them. Sara agreed to discuss this with the Alzheimer's society. Sara will brief reception staff to give patients the number of the Alzheimers society to call direct if they want to be seen sooner.

- **Frailty Prevention Reviews:** Sara confirmed that the pilot programme has been evaluated and will be continuing
- PPG members raised the subject of **Group GP appointments**. The surgery is aware that models of Group Consultations have been discussed in the BMJ and national press. However, the surgery has yet to develop any plans on this. PPG members agreed that it is a model that may have some value for Long term conditions and health promotion/education – settings where patients find sharing experience valuable. PPG members struggled to see that it could be used as a model for other types of GP appointments because of confidentiality issues.

### Fund raising

#### *Current position*

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The fund raising team has now raised over £12,000 – a great success. PPG members wished to extend their thanks for this.

A wish list of the equipment we wish to buy was circulated. This is now on the noticeboard in the waiting room.

### *Christmas raffle.*

The fund raising group would like to hold a Christmas raffle, but with fewer larger prizes. The Lindsells of Sampford have kindly offered a turkey. However, the fund raising group are concerned about having enough people to sell the tickets. PPG members agreed that they would give some time to help, and on this basis decided that the Christmas Raffle should go ahead.

### *Planned Sponsored Walk*

Keith Isgar presented a route going around Thaxted from the Star, up the high street to the swan, and then around to sports field and back via Guelphs lane and Weaverhead lane. Safetywise, the crossing of Park Street and the High Street are the key points.

Keith estimates that for this route, we need 11 marshalls on the day.

- Jon Skinner agreed to mention the idea to the Parish Council for early feedback.
- We agreed the date as either June 8/9 or June 15/16 2019 – between the Morris Weekend and the Thaxted Festival.
- Key action is to get a core team meeting set up, with 3 to 4 people. Sara and Keith will action this. The core team can then refine the route, consider whether we use Just Giving, etc.
- Jon Spencer suggested a Sponsor a brick initiative. This idea was enthusiastically received. Sara will take forward with the Fund Raising team.

### **Patient Views**

The PPG reviewed the surgery's annual complaints and incidents survey and the 2018 National Patient Survey results.

### *Complaints and incidents*

PPG members were satisfied that the surgery were proactively logging complaints and incidents and pulling out learning points. They noted that there were more incidents than complaints and that this reflected openness and healthy self-criticism. Overall, they felt that most things were one-offs and were not shocked by the nature or volume of items on the log.

Sara reported that the surgery had noted repeating issues around referrals going astray, around messages getting to the duty doctor, and around locums and other temporary staff not being fully up-to-speed with how the surgery works. The surgery is working on these issues.

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### *National Patient Survey*

PPG members agreed that the Surgery did very well, coming first in West Essex on:

- overall patient satisfaction,
- confidence and trust in healthcare professionals,
- giving patients enough time,
- listening
- meeting patients' needs in consultation.

Nevertheless, at a more detailed level, there are some indications of themes for the surgery to consider going forward:

- Thaxted's score was only average on the question : *“During your last consultation did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?”* This is a surprise – but certainly something the surgery will be looking out for in the future.
- Thaxted came only 4<sup>th</sup> (of 35) in West Essex for patients experience of making an appointment. While this is not bad, we aim to be the best.

PPG members again mentioned the 8am call as a source of frustration, and from patient stories, it is evident that receptionists are not all always giving patients the same message. This is hopefully something our new extension will help us to improve upon because it allows more space for receptionists to work as a team and allows for more supervision.

Thaxted also scored comparatively low (2<sup>nd</sup> quartile) on seeing patients within 15 minutes of their consultation time. Nevertheless, 70% of patients did see the clinician within 15 minutes of appointment time. The PPG discussed this and agreed that giving patients enough time was the more important measure. They were not uncomfortable with Thaxted's position on this.

### **Broadening membership and reinvigorating PPG**

PPG agreed that it is time to launch a new campaign to bring in new members again. Attendance at meetings is dwindling slightly, and we need fresh voices and fresh views. Sara to action.

### **Dates for next meetings**

January 24<sup>th</sup>, 10am at United Reformed Church