**Minutes of the Meeting of the Wigston Central Surgery (WCS) Patient Participation Group (PPG) held at 7pm on Tuesday,**

**2 July 2024 at WCS offices.**

**Present:** John Stevenson (chair), Andrea Stevenson (meeting secretary), Darshna Pattni (Practice Manager), Rod Hayman, Bill Pickering, Judith Wilson, Louise Keogh, Bob Abram, Louise Radcliffe, Chandrika Patel, Jane Hayman, Fraser Annis

Apologies for absence received from Ian Barsby

New PPG member Fraser Annis was welcomed to the meeting and introductions made.

1. **Minutes of the previous Meeting held on 13 March 2024**

The minutes of the previous meeting were emailed to members prior to the meeting and agreed.

1. **Matters arising from the previous minutes**

Joint meeting with Bushloe Surgery PPG

A date for the meeting between Wigston Central Surgery PPG and Bushloe Surgery PPG is still yet to be organised. A clear agenda needs to be in place beforehand regarding the Two Steeples building which is relevant to both practices. DP explained to the PPG that the two practices otherwise are run completely differently and are independent od each other.

Patient Surveys

DP announced the results of the Leicester, Leicestershire and Rutland Integrated Care Board (LLRICB) patient survey.

Disappointingly of the 13,864 patients registered at the practice only 205 completed the survey. The LLRICB were conducting the survey and the question was asked ‘How the survey was advertised?’

DP explained that close to the deadline for the survey the practice was asked to text a link to the survey to all patients. Several of the PPG did not receive the text. No explanation could be given for this as to why all patients didn’t receive it.

The results from the 1% who completed the survey are as follows:

68% found making an appointment at the surgery easy/fairly easy (14.5% increase on 2023)

90% found the receptionists to be very/fairly helpful

***Online services used in the last 12 months?***

28% had booked appointments

57% had ordered repeat prescriptions

27% had accessed medical records

12% had filled in online form

27% had never used Online services

***How easy is it to use WCS Website?***

29% had never tried. Of those that had:

33% found it very easy

46% found it fairly easy

This represented an overall increase of 6.69% on 2023’s survey.

DP has since carried out a website audit and made significant changes to make it more user friendly.

***How satisfied are patients with appointment times?***

35% were very satisfied

32% were fairly satisfied

Additionally:

20% asked for advice from a pharmacist before booking a GP appointment

28% tried to self-treat before booking an appointment

41% booked an appointment first

89% booked an appointment by phone

4% booked online/NHS App (ACCURX) – which was significantly less than other practices. However, DP explained that GP appointments cannot be booked online because of this system being abused in the past. Online appointments can be booked for medication reviews, blood tests etc.

DP stated that during the covid/flu clinics where 150 appointments were available only 12 booked an appointment online. However:

78% were happy with the appointment they were given

75% had a very good/fairly good experience with their appointment

73% felt they were given enough time

73% felt listened to

74% felt that they were treated with care and their concern was addressed very well

69% felt that they were involved as much as they wanted to be in their treatment plan

93% had trust in the clinician they saw

67% felt that their needs were met.

Overall the results are very good despite being based on a very small percentage of the practice’s patients who took part. DP requested that the practice carries out their own in-house survey to hopefully give a more accurate reflection on patients experiences within the practice.

Within the PCN cohort DP reported that Rosemead Drive Oadby Surgery came out on top of the results. However, WCS cannot be compared to a surgery with a closed patient list of 3500.

CP asked about the WCS patient list size: DP explained that WCS partners are constantly reviewing it with regard to staffing, physical boundaries etc.

DP spoke about “Ghost patients” i.e. those who may now be living outside the boundary of the Surgery having moved away but had not re-registered at a new GP Surgery. Although the WCS does not have the facility to actively highlight ghost patients, after a certain age patients will start to be flagged up for long term management care. It is at this stage that the staff and admin will attempt to contact the patient, several times if there is no initial reply. If there is then clear evidence that the patient has not contacted the practice for over six months, they will be removed from the practice’s records.

1. **Practice Managers update**

DP informed the PPG that appointment reminders via a text to the

Patient is helping the DNA figures (Did Not Attend). 328 appointments were lost in the last 3 months because patients failed to show up for their pre booked appointment, some being appointments made in the morning for an appointment on the same day.

JS raised the query that an appointment he had for a blood test was cancelled by the surgery due to staff illness. However it is recorded on his record that he failed to attend. JS queried that these incidents could be adding to the DNA figures by mistake; DP to investigate this.

DP stated that there are still 548 patients that do not have a mobile phone number on their record for contact purposes. This means that these patients must be written to when the surgery needs to contact them. This costs the surgery time and money and the use of paper. Patients should be encouraged to inform the surgery with up-to-date contact details.

DP informed the PPG that the surgery is already planning the flu and covid clinics for the Autumn.

LK and LR reported that the triaging of patients when they phone for a GP appointment is now going well on the whole.

RH has taken on the job of looking after the garden that surrounds the surgery and maintains the planters. However, they are unfortunately abused by some patients who see them as a litter bin or ask tray which is very disheartening and spoils the look of them for other patients.

**Waiting Room Health Pod**

WCS and Bushloe Surgery have purchased a patient health pod. It is situated in the waiting area on the ground floor of the Two Steeples building. It is for the use of patients registered with WCS and Bushloe surgery only. The Health Pod records height, weight, BMI, Blood pressure and Pulse. The Pod prints out the readings for the patient and these are also automatically put on to the patient’s records. Any readings outside of the acceptable range, e.g. blood pressure, are flagged up with the surgery and the patient will be contacted.

1. **Repeat Prescriptions Online**

Since the last meeting it has been decided that it will be more beneficial for patients to order their repeat prescriptions via the NHS APP.

BP when available has been blocking off the prescription post box so that he could have a conversation with them about ordering their prescriptions online as they came into the surgery to hand in their paper prescription. He asked them to complete a questionnaire ’*Digital Prescription* Patient Survey’ in order to ascertain the reasons why some patients still use paper prescription requests. This is still in its infancy but some of the reasons given were: no mobile phone, no smart phone, no internet, no WIFI, not interested. It is still very beneficial to the surgery (and the patient) if repeat prescriptions are ordered online due to quicker processing time and less likelihood of processing error. BP asked for PPG volunteers to sit in the surgery and ‘catch‘ patients who have a paper repeat prescription to help and encourage them to sign up to the NHS APP for future orders.

1. **AOB**

FA raised the subject of neurodiversity within the surgery.

He was concerned about an alarm bell that continues to bleep within the onsite pharmacy after there has been a power cut within the building. FA stated that this noise can be very traumatic to a neuro diverse patient who have acute sensory needs and that they will not wish to attend the surgery for fear of this happening. BP explained that the surgery cannot turn the pharmacy alarm off when this happens. The pharmacy has to wait for their own contractors to come to reset it which could take several days. BP agreed to arrange with FA to speak with the pharmacy manager about this problem and to explain to the manager how it affects neuro diverse people. BP said it was very annoying for the staff at the practice as well and understood his complaint.

BP is in the process of recruiting an assistant to help him with the upkeep of the premises. The CQC is now requesting that all records of maintenance checks, contractor visits, readings etc are now logged online instead of written manually in a logbook.

BP is also trying to get the building cooler but there has to be a balance with the air flow in and out of the building to minimise and prevent bacteria and virus thriving. The air exchange system counteracts the air conditioning which is needed during hot weather.

1. **Date of next meeting**

The date of the next meeting was agreed as Tuesday, 15 October 2024 at 6.00pm.