

## Waterfront Patients Participation Group Meeting

Thursday 7th September, 2023: 11.00 am – 12.20 pm

### Attendees:

- Louise Bunce, Practice Manager
- Joan Allen, Treasurer
- Clive Spicer
- Chris Swaithes
- Chris Beddall
- Jane Spicer
- Sylvia Swaithes

### Matters Arising

#### Did Not Attend (DNA) Review

Louise provided the latest DNA figures:

March: 188  
April: 152  
May: 204  
June: 190  
July: 174  
August: 138 – however there had been fewer appointments due to the holidays.

It was hoped that the DNA figures would not rise significantly during the forthcoming autumn and winter months.

### Waterfront Website

Louise confirmed that the Practice is still waiting to transfer to the new website format that has been piloted at Feldon Lane Practice, Halesowen. Clive commented that neither website format was in any way user friendly or intuitive to navigate.

### Prescription Ordering Direct Service (POD) now Medicines Optimisation Support Hub (MOSH)

Louise reported that there has been no change in the volume of calls received by the Practice since the POD closure. Sarah from Reception has been on a course – ‘Care and Navigation’ which explored the development of ‘signposting’ patients and reviewing the efficiency of GP Practices. Clearly there is a focus on promoting and encouraging patients to use the NHS App, though some patients have problems, which can take up to 20 minutes to resolve. It has been agreed that one day each week Sarah will sit in reception with a laptop and give tutorials to those patients who need assistance to log on and use the NHS App. Hopefully this approach will reduce the number of phone calls to the practice and help patients contact those services which they need more directly. The dates will be advertised in reception and there will also be a ‘crib sheet’ for those patients who are unable to wait. The PPG agreed that this was a very sensible approach given the move towards online communication across the NHS.

### NHS Patient Survey and PPG Patient Survey 2023

As agreed at the last meeting the online PPG Patient Survey Questionnaire 2023 had been run using a link on the website, with the ‘Friends and Family’ survey suspended for the duration. Starting on the 31<sup>st</sup> July it ran for the agreed two weeks, then because it had been successful in drawing responses this was extended for a further two weeks. Louise sent the results in a spreadsheet each week to Jane and Clive who then processed and analysed the results. Jane distributed a summary table to the meeting comparing the PPG Patient Survey 2023 results to the National, ICS and Waterfront results cited in the NHS GP Patient Survey 2023. She emphasised that major difference in data collection was that all the respondents in the PPG Survey had recently used the Practice and distributed tables showing the results. After discussion it was agreed that for this year the online PPG Patient Survey Questionnaire 2023 would be used for the PPG Report but that in 2024 there would be a combination of the online and paper version used in past surveys, which would involve members of the PPG in Reception encouraging patients to give their feedback. Louise confirmed that she would be posting the Interim Summary Table on the Practice website and Jane and Clive agreed to produce a draft report for the next meeting for members to review.

## **Autumn 2023 Covid Booster**

Louise informed the PPG that the Waterfront Practice will not be delivering the Autumn Covid Vaccine booster this year. She explained that although the Practice had agreed to undertake delivery this had not been possible because all practices in the Primary Care Network (PCN) have to agree and the majority had decided to reject the initiative. Clive noted that the number of Covid cases and respiratory infections would inevitably increase as we moved into autumn and winter and vaccines remained the best defence, particularly for over-65s and anyone in a clinical risk group. He asked whether Louise had any idea where Waterfront patients, particularly those who were housebound, mobility impaired or lacked family support? At this time, Louise replied she had no idea where patients could access the Covid vaccine though flu vaccines would be available at the practice. Chris B said that she thought Wordsley Community Centre would continue to offer the jab.

## **Treasurer's Report**

The Treasurer, Joan confirmed that the PPG remains in funds.

## **Staffing Updates**

Louise informed the meeting that there were no staffing updates to report. She was asked who Dr Buse was and explained that Dr Buse is a locum who works at the Waterfront and another surgery and has been with the practice for two years.

## **Any Other Business**

### **NHS England Improvement of Online Communications for Patients.**

Louise confirmed that the finances are agreed for the transition from analogue to digital landlines: it will be a cloud-based system and a significant improvement on the present. NHS England are supporting practices to up-date their digital services over the next five years to 'provide increased choice and flexibility for patients in how they access care, and to also provide benefits to practices in managing and prioritising their workload.' The new phone system should provide management information for Louise on call usage as well as practical benefits such as bringing up medical records for call handlers if the telephone number is correct, and ringing patients back if they are ordering prescriptions. Currently, it is scheduled to be in place by December 2023.

The Waterfront would be promoting the new phone system and NHS App through the website and in the surgery while there was also a national campaign planned. Louise said that there was a national campaign which would focus on educating patients about alternatives to seeing a GP but not much campaign material has been received to date.

Louise informed the meeting that:

1. The Practice continues to remain on a waiting list for the digital screen mentioned at previous PPG Meetings this year.
2. Chris S asked when the Waterfront Surgery would next be inspected. Louise said that the inspection was due in December 2023. However, the Care Quality Commission (CQC) was changing its approach by narrowing down the list of requirements prior to the inspection and logging on to the Practice's systems to gather data and analyse to identify key areas to investigate. The CQC will first focus on below par practices. Louise advised the PPG that the Waterfront Surgery was also waiting for an inspection by the Integrated Care Board (ICB).
3. Jane asked if Louise was aware of the change in procedure for 'Diabetic Eye Screening' which may affect many of the Waterfront patients? Patients who qualify for this important annual screening to identify diabetic retinopathy and prevent eye complications from developing, no longer receive a letter inviting them to make an appointment but have to initiate it themselves by contacting the

Birmingham, Solihull and Black Country Diabetic Eye Screening Programme Booking Team. Given that many patients will be elderly or vulnerable there was a concern. Louise said that she will investigate.

4. Joan said that she had been in the waiting area and had been pleased to see that a family had made use of the table, chairs and books the PPG had provided.

### **Next Meeting**

The next meeting is scheduled for 11 a.m. on Thursday 19th October, 2023 at the Waterfront.