

Waterfront Patients Participation Group Meeting

Thursday 16th May, 2024: 11.00 a.m. – 12.25 pm

Attendees:

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

Apologies

- Dawn Fellows

Matters Arising

Did Not Attend (DNA) Review

Louise reported that, unfortunately, the number of DNAs had risen from 171 in March to 216 in April. Analysis had been undertaken to try to determine if there were any trends in the DNA numbers this year. It appears that some patients become a DNA even with same day appointments, however, the majority seem to be patients who have booked more than a week in advance. Reminders are sent out to those with appointments but despite prompt communications a significant number do not attend. The meeting discussed what is a long-standing issue not only for the Waterfront but most practices in the area and nationally but found it difficult to find any solutions.

Waterfront Website

Louise has updated the Website particularly in respect of appointments - now all the options for appointments are found in one place. PPG members were asked to review the site to see if there are any further changes which could be made to improve its accessibility for patients trying to find services or support. Health and Wellbeing coaches have been added to the site – patients of the Waterfront can now request an appointment through an on-line form.

NHS Patient Survey and PPG Patient Survey 2024

Clive and Jane had reviewed the PPG GP Patient Survey in the light of the NHS GP Patient Survey 2024 and produced a draft document that made comparisons for the meeting to consider. Jane took the meeting through the document and there was extended discussion about the content and emphasis of the proposed survey for this year. Dawn had emailed a suggestion that rather than ask for “Any Further Comments” at the end of the questionnaire, that this should be replaced by “one thing that would have made your experience even better”. It was agreed that this was a worthwhile revision. It was also agreed that since the NHS GP Patient Survey 2024 results are due in July that the PPG would wait to finalise their decision until the next PPG meeting after its publication. Following this review, it would then be possible to make any changes, if needed, to ‘match’ the national survey to ensure any comparative results would be relevant. Jane would also bring a summary of last year’s results for consideration.

Treasurer’s Report

Joan (Treasurer) confirmed that the PPG remains in funds and is open to suggestions for any items of expenditure which would benefit Waterfront patients.

Waterfront Surgery Staffing Updates

Louise informed the meeting of the following surgery staff updates:

- Tia, an apprentice who trained at the Waterfront has found another job nearer to home. Her replacement is Lauren, a Dudley College apprentice and will be starting soon.
- Leah, Physician Associate, started in post on 15th April, 2024 and has settled in well. The General Medical Council (GMC) is formally recognising the Physician Associate role by the end of the year.
- Louise reported that Dr Buse started as a salaried GP on 1st May 2024 and is currently working two days a week.

Any Other Business

NHS England Improvement of Online Communications for Patients.

Louise updated the PPG on the continuing implementation of the new digital telephone system. At present there are no issues with the phone system, but there is difficulty in generating reports from the data to send to the Integrated Care Board (ICB). NHS England are therefore obtaining the data direct from the phone providers.

Inspection Visits

Louise confirmed that the practice continues to wait for notification of a date for the Care Quality Commission (CQC) inspection. So far this year there has been no CQC contact in Dudley. The CQC could be reviewing a new approach which was trialed last year which might explain the lack of contact.

Diabetic Eye Screening

Louise reported that she had received an email from the Eye Screening Team who had advised her that they were making updates so patients can book appointments on the NHS App. Louise had asked about those patients who do not use the NHS App or on-line services due to conditions such as macular degeneration etc., or do not have access to smart phones, computers – they will apparently receive a letter.

Digital Support

Louise informed the meeting of an initiative taking place at Kingswinford Medical Practice. 'Digi Dudley' is offering digital support to older people (65+) who aren't "digital savvy". Individuals have a session with Jim on understanding how to work with a laptop and/or phone. Support is also available for those who are housebound to help them use the NHS App, order medication online etc. Louise will determine how to notify people about these sessions: the focus will be on patients who are registered for digital services but are inactive.

Staffing Issues

There were no staffing issues to raise.

Friends and Family Test

Louise said that the Friends and Family Test has been running for over 12 months now. She was pleased to report that of the 2,726 responses received to date that over 2000 were "Likely" or "Somewhat Likely" to recommend the Waterfront and the overall star rating was 4.5/5. Information about getting through on the phone was positive and 90% were satisfied with the appointment offered. Overall, very positive results for the Practice from those who had attended and experienced first-hand the care of health practitioners.

PPG Newsletter

Louise asked Clive if it would be possible to produce the next PPG Newsletter for August 2024. Clive agreed and asked for any suitable material to be send for him to edit.

Next Meeting

The next meeting is scheduled for 11 a.m. on Thursday 4th July, 2024 at the Waterfront.