

## **Waterfront Patients Participation Group Meeting**

**Thursday 4th July, 2024: 11.00 a.m. – 12.00 pm**

### **Attendees:**

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

### **Apologies**

There were no apologies.

### **Matters Arising**

#### **Did Not Attend (DNA) Review**

Louise reported that, unfortunately, the number of DNAs has continued to rise with 209 DNAs in June. She had done a great deal of background research to try to understand the reasons behind the high numbers in spite of patients receiving three 'reminder' or 'prompt' text messages depending on when an appointment is booked.

Analysis of when an appointment is made in relation to when it takes place attends shows that those patients who book an advance follow up appointment at the instigation of a GP are more likely to DNA. As a result, the practice will trial a process change asking them to book an appointment one to two weeks before it is due.

Reviewing data showed that 76 patients in the last six months have not attended appointments three or more times. A note has now been put on their file requiring them to book on the day – though further investigation is being undertaken to understand why this is happening, to identify possible mental health or disability issues.

The PPG agreed that the next PPG newsletter will highlight the issue of DNAs.

Both Louise and Dawn had undertaken research to look at best practice at other GP surgeries - it appeared that some operated a 'Three strikes and out' policy though the PPG wondered whether this was permissible given that some patients have complex medical or social issues. PPG also felt it was important to highlight the positive rather than the negative e.g. "this number of patients did attend". Louise will contact the Integrated Care Board to establish what approaches are acceptable.

### **Waterfront Website**

Louise confirmed that all the PPG minutes are now on the website.

### **NHS Patient Survey and PPG Patient Survey 2024**

Following on from the previous meeting when it was agreed to wait until the NHS GP Patient Survey 2024 results were published before finalising the next PPG survey form: it was confirmed that the results are due to be released on 11<sup>th</sup> July, 2024. At the August meeting the PPG will review the form in the light of the results and agree any changes, if needed, to 'match' the national survey to ensure any comparative results would be relevant. Jane will also bring a summary of last year's results for consideration.

### **Treasurer's Report**

Joan (Treasurer) confirmed that the PPG remains in funds. However, unfortunately the posters have been ripped in half and some of the books have been taken. She will replace the posters which will be placed higher on the wall and the number of books put out will be monitored.

## **Waterfront Surgery Staffing Updates**

Louise informed the meeting that there were no surgery staff updates.

## **Any Other Business**

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

Louise updated the PPG that there is no change to the continuing implementation of the new digital telephone system. At present there are no issues with the phone system and NHS England is obtaining the performance data direct from the phone providers.

## **Inspection Visits**

Louise confirmed that the situation has not changed with no date received for the Care Quality Commission (CQC) inspection.

## **Diabetic Eye Screening**

There is nothing further to report on this item: it is now closed and removed from the agenda.

## **Staffing Issues**

There were no staffing issues to raise.

## **Friends and Family Test**

Louise said that the Friends and Family Test continues to generate generally very positive feedback on the Waterfront Practice. She reports the results monthly to the Integrated Care Board.

## **PPG Newsletter**

Louise provided Clive with suggestions and information of content for the next PPG newsletter. Clive has agreed to produce a draft with the final version being published at the end of August or beginning of September 2024.

Suggested topics included:

- **Did Not Attend (DNA)** – on the front page to catch people's attention.
- **Flu Season** – vaccines are being delivered in September but vaccinations won't be taking place until October to harmonise GP Practices and Pharmacies timeframes. Ideally include the date can start booking appointments.
- **Educate Patients about alternatives to seeing a GP** – trying to encourage patients to use a pharmacy for help with common complaints. Advising that antibiotics can be prescribed at no cost if a patient is exempt. Select the critical complaints.
- **Social Prescribers** – last month the social prescribers were in reception to promote the support they can provide to patients. They will be returning to the Waterfront next week and have been asked for a page of information detailing the services they offer.

## **Next Meeting**

The next meeting is scheduled for 11 a.m. on Thursday 8th August, 2024 at the Waterfront.