



Mendip Vale Medical Group
Your Health, Your Care, Your Medical Group

MENDIP VALE MEDICAL GROUP PATIENT PARTICIPATION GROUP MEETING
Wednesday 21st August 2024, 1.30pm

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| PPG Attendees | <p>Geoff Matthews Georgie Bigg John Gowar Heather Pitch Andrea Levett Sarah-Jane Vowles Linda Brimecome Sandra Dunkley Janet Beckett Joe Norman David Miller Mary Adams Leonie Allday Alan Hunt Jane Clarke</p> | <p>Chair PPG Member (PPL) PPG Member (PPL) PPG Member (PPL) PPG Member (PPL) PPG Member (Riverbank/St Georges) PPG Member (Riverbank/St Georges) PPG Member (Riverbank/St Georges) PPG Member (Riverbank/St Georges) PPG Member (Sunnyside) PPG Member (Sunnyside) PPG Member (Yatton and Congresbury) PPG Member (Yatton and Congresbury) PPG Member (Yatton and Congresbury) PPG Member (Yatton and Congresbury)</p> |
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| MVMG Attendees | <p>David Clark Dr Joanna King Alice Dance Lois Reed Leigh Vowles</p> | <p>Managing Partner GP Partner Assistant Business Support Manager Comms and Engagement Manager North Somerset Divisional Director</p> |
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| Apologies | <p>John Ledbury Maureen Hutchinson Roger Daniels Sheila Williams Barry Blakley Diane Haynes Bev Cockerill</p> | <p>PPG Member (PPL) PPG Member (PPL) PPG Member (PPL) PPG Member (Riverbank/St Georges) PPG Member (Yatton and Congresbury) PPG Member (Yatton and Congresbury) PPG Member (Sunnyside)</p> |
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Action Points Summary

| Item | Action Taken By | Action Description | Completion Note |
|------|-----------------|--|-----------------|
| | LR/GM | eConsult to remain on future agendas | |
| | KR | Telephone monthly updates to be circulated | |
| | DC | Updates on Congresbury | |
| | LR | Display of GP partners and Management in Surgeries | Complete |
| | LR | eConsult clear on the website | Complete |
| | LR | Simple eConsult instructions | |

Minutes:

| Item | Description | Action |
|------|---|--------|
| 1 | Apologies John Ledbury, Maureen Hutchinson, Sheila Williams, Barry Blakley, Diane Haynes, Roger Daniels, Bev Cockerill | |
| 2 | Minutes of Previous Meeting Minutes of previous meeting were approved as an accurate reflection of the discussion which took place. Nothing to note from previous meeting. | |
| 3 | Update on actions from the July 2023 Survey a. Medical team photos in surgeries Lois Reed confirmed that the action has now been resolved with photos of GP Partners and Surgery Management to be displayed in the waiting room TV screens. b. Any issues to raise on the new MV website Andrea Levett raised a concern that when searching "Mendip Vale Langford" on Google, the details still link to the old address. Lois Reed confirmed that she would investigate the issue and correct it. Lois Reed asked any members interested in continuing with or joining the website pilot scheme for the improvement phase of the project to inform her. Due to patient feedback an eConsult button has been added to the home screen for easier access. c. eConsult – update on usage and achievement of the 3 working day target, and any feedback from patients Leigh Vowles confirmed that over the past four weeks, 99.4% of patients were contacted within three working days. In July, there were 5,304 eConsults submitted, compared to 4,634 in June and 5,118 in May. Geoff Matthews explained that there is a discrepancy between the data given at the meetings from Mendip Vale and what patients have said in the recent patient's satisfaction survey. David Clark suggested that the contradictory message patients receive upon submission could be a factor. The message currently states the practice will contact patients within 24 hours, but it should say 3 working days. To fix this, we would need to remove eConsult submissions for patients under 16 and first develop an alternative process for them. Leigh Vowles explained that if the initial contact attempt fails, a second attempt will be made using an alternative method. If that also fails, the patient will be asked to contact the practice for further instructions. The practice will use the patient's preferred contact method as stated in their eConsult. Mary Adams commented that eConsult has been "smooth and easy" to use. Joe Norman noted that the last time he used eConsult, his issue wasn't listed, so he had to call the surgery instead. Despite eConsult not meeting his needs at that time, he was still satisfied with the overall service. | |

Summary of the July 2024 Survey and preliminary feedback

- a. Initial comments on the feedback
- b. PPG support for the working group

Lois Reed advised that the most recent patient survey was open from the 1st of July until the 4th 1st of August. We had a total of 946 responses which represents approximately 1.1% of the patient population. 183 of these responses were submitted by a paper copy and overall, we received over 500 comments.

The subgroup met to discuss the results compared to last year's and to list out the actions for next steps. Initial analysis indicates that we have made significant progress in several key areas:

- **Response Time:** About 63% of patients reported that Mendip Vale contacted them within three working days, up from approximately 38% in 2023.
- **Follow-Up:** The number of patients **not** needing to contact the practice after three working days increased from 47% in 2023 to 66% this year.
- **Quality of Care:** The percentage of patients who rated the quality of care as good or above rose from around 59% to approximately 64% in 2024.
- **Appointment Booking (eConsult):** Satisfaction with the booking process significantly improved, with 40% of patients rating it as good or above, compared to 28% in 2023. Additionally, those who considered the booking process bad or below decreased from 51% to 37%.
- **Reception Service:** Satisfaction with the reception service rated good or above has improved from 36% to 55%.
- **Communication:** Satisfaction with communication from the practice rated good or above increased from 44% to 55%.

This year's survey included specific questions about the telephone service and the website, as these were the major changes implemented last year. These questions were adapted from the national GP Survey for comparison purposes.

The next steps will be to produce a written report of the findings and to list our next actions for improvement. If new members would like to join the subgroup with the development of the report, please inform Lois Reed.

Telephone Call Statistics

Alice Dance highlighted key points from the telephone data, including:

- The number of missed calls from the queue nearly halved in June compared to May, decreasing from 1,042 to 577, and this improvement has been sustained in June.
- The average duration for answering calls is now under 2 minutes, excluding the preamble message, significantly better than the target of 3 minutes.

Overall, the data indicates that the new telephone system is functioning effectively.

Mary Adams asked about the significant reduction in missed calls. David Clark explained that this is due to the new cloud-based system gives unlimited line capacity, removing the engaged tone, adding a callback feature, and using eConsult for booking routine appointments online, which has eased the pressure on the 8 am call time.

Patients feedback from the second online PPG meeting

a. Why is Mendip Vale expanding so much, and is this a government policy?

Generally, there is a move to working at scale to make practices more sustainable, locality Pier Heath in Weston is c100k patients, Tyntesfield in Backwell / Nailsea c30k. By operating at a larger size back-office functions such as secretarial, records and call answering can be more robust and not impacted by sickness or annual leave as they are in a smaller set up.

The practice is not actively looking to merge with other practices but responding to requests and rejecting those which are inappropriate. The most recent merger was last September with Sea Mills Surgery in Bristol. This makes Mendip Vale Medical Group patient population c85,000. North Somerset patient population is c43,800.

b. Why has there been a significant increase in IT problems

David Clark confirmed that following the national IT outage, which affected many businesses and services in the UK and worldwide, all Mendip Vale services have resumed normal operations.

c. Can the UK Survey results be explained following the local publicity

David Clark explained that out of 44,000 patients in North Somerset, 119 surveys were completed. This year's survey showed that Mendip Vale in North Somerset performed at or above the Integrated Care Board (ICB) in 10 areas, an improvement from last year's 8 areas. New questions were also included in the survey, providing a good indication of the improvements made over the past year.

Please note that at the time this survey was conducted in February 2024, several key changes were being implemented at Mendip Vale, including a new telephone system and website.

We have been in communication with IPSOS to verify the statistical ratio of patient population numbers to the number of surveys distributed. This issue was raised last year after practices with much smaller patient populations had more surveys completed than Mendip Vale. Due to this, we cannot fully trust the validity of the survey results because of the disproportionate number of responses. However, the survey allows us to assess how the practice compares nationally and to observe satisfaction trends, which are later mirrored in Mendip Vale's patient satisfaction survey. Both surveys indicate improvements in key areas of service.

d. General feedback was that patients were feeling more satisfied after the implementation of the agreed changes

e. What medical research is being carried out by Mendip Vale?

Dr King explained that Mendip Vale are research active practise and are registered with the national clinical research network. This network liaises with different organisations including universities, healthcare trusts and private organisations looking into the different medical research opportunities to treat conditions, prevent illnesses and new medicines. Dr Richard Reed GP Partner at Yatton Surgery and Research Lead, decides which trails are appropriate for Mendip Vale.

The research team, based at Yatton Surgery, consists of an Advanced Practitioner, a Practise Nurse an Administration Officer. The team is responsible for conducting data searches to identify patients who may be suitable for the ongoing trials and for performing

health checks on patients participating in the trials. Patients will likely receive an invitation to participate in trials through a letter, and all patients have the right to decline participation. All current research trials are advertised in the surgeries and on the Mendip Vale website. Any patient can also volunteer to participate.

Current research trials being conducted include:

- Asymptomatic: This study is measuring if the number of asthma attacks is different between children who take their preventer inhaler everyday and those who take it only when they have symptoms.
- Athena: This study aims to find out whether taking a low dose of amitriptyline soon after getting shingles can prevent the chronic pain associated.
- Stream: Screening nutritional deficiency risk in older adults.
- Tiger: This study is measuring whether changes to a diet for children with eczema, based on the results of food allergy tests, improves their eczema control or not

For more information on Mendip Vale Research go to the website: [Research \(mendipvale.nhs.uk\)](http://mendipvale.nhs.uk)

The group would like to invite Dr Reed to a future meeting to learn more about Research.

f. What is the policy on Continuity of Care?

Dr. King explained that we strive to ensure patients see the same clinician when appropriate, whether requested through eConsult or by reviewing the patient's notes. If a condition requires a different expertise, the patient will be triaged to a clinician better suited to address their needs.

Regarding the duty list, we aim to match patients with a clinician they know and who is familiar with them. However, this is not always possible for urgent or same-day care.

Mendip Vale's primary goal is to maintain continuity of care. However, there is no specific protocol in place due to the complex and varied needs of patients. A policy would involve assigning strict patient lists to each clinician, ensuring that patients only see their designated doctor. This approach, while common in other practices, could isolate patients from the broader team, limit access to prompt care, and increase waiting times.

Geoff Matthews concluded by saying that if a patient has complex issues, they will be able to see the same doctor. However, if it's a one-time problem, they are more likely to see a clinician who specialises in that area.

g. Does the waiting time on the phone include the preamble?

The waiting time reported in the data does not include the preamble message, which lasts 44 seconds. The queue duration starts being recorded only after the patient has selected the appropriate line.

In Diane Haynes' absence, Geoff Matthews enquired whether the callback option is available on all phone lines, including prescriptions. Lois Reed confirmed that it is not currently available for prescriptions but agreed to add the feature to help manage demand. For the appointment lines, patients are offered a callback only when they reach number 10 in the queue.

Lois
Reed

7 Mendip Vale rebranding

Lois Reed explained that we've developed concepts for potential names and logos, including "GP Medical Group," "Prime GP," and "One Vale." This process provided valuable

insights, particularly that the term "GP" may lead patients to expect only doctors, excluding other professionals like physiotherapists.

As a group, we value trust, confidence, security, and dependability—qualities associated with the NHS. Thus, we've decided to incorporate the NHS logo into our branding.

We've reached out to Spindogs for assistance with the project and are awaiting their response. Once options are confirmed, we'll seek the PPG's opinion.

8 **North Somerset Chairs of PPG meetings and HealthWatch funding**

Geoff Matthews explained that the current chair of the North Somerset PPG has stepped down, and discussions about the next steps are underway. As a result, there is no feedback from the meetings to provide currently.

Georgie Bigg explained that Healthwatch recently underwent a procurement process. As from the end of September, BNSSG Healthwatch will cease to exist, with current staff transitioning to The Care Forum. This change will impact staff positions, systems, and funding, and there is no clear vision yet for the new organisation's structure. As such, Healthwatch will no longer be able to provide Mendip Vale with the same level of support.

9 **Application to NAPP for their annual award to be considered**

Geoff Matthews suggested that, given the recent work with the patient satisfaction survey, it might be worthwhile to apply for the NAPP Award. This would give the PPG a chance to win £400. Geoff encourages anyone interested in participating in the application process to get in touch with either Lois or him.

10 **Any Other Business:**

a. Change of Medication ingredients

A concern was raised about ensuring patients are informed when a new supplier for their medication is used. She suggested sending a text message to confirm that the ingredients are the same.

b. New RSV Vaccine

A new RSV vaccination is now available for patients aged 75-79 and those who are pregnant. Eligible patients will receive letter invitations and clinics will be held in September. This vaccine cannot be administered alongside the COVID-19 or flu vaccinations. For more information, visit our website: [Respiratory Syncytial Virus \(RSV\) Vaccination \(mendipvale.nhs.uk\)](https://mendipvale.nhs.uk)

11 **Date of next meeting:** Wednesday 16th October at 1.30pm

Date of next virtual meeting: Wednesday 25th September at 7pm on Teams
