



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

MENDIP VALE MEDICAL GROUP PATIENT PARTICIPATION GROUP MEETING
Wednesday 17th April 2024 at 10am

PPG Attendees	Geoff Matthews	Chair
	Georgie Bigg	PPG Member (PPL)
	John Ledbury	PPG Member (PPL)
	Heather Pitch	PPG Member (PPL)
	Maureen Hutchinson	PPG Member (PPL)
	Roger Daniels	PPG Member (PPL)
	Linda Brimecome	PPG Member (Riverbank/St Georges)
	Janet Beckett	PPG Member (Riverbank/St Georges)
	Sheila Williams	PPG Member (Riverbank/St Georges)
	Joe Norman	PPG Member (Sunnyside)
Mary Adams	PPG Member (Yatton and Congresbury)	
Alan Hunt	PPG Member (Yatton and Congresbury)	

MVMG Attendees	David Clark	Managing Partner
	Dr Joanna King	GP Partner
	Kim Rogers	Business Support Manager
	Lois Reed	Comms and Engagement Manager
	Alice Dance	Assistant Business Support Manager

Apologies	John Gowar	PPG Member (PPL)
	Andrea Levett	PPG Member (PPL)
	Sarah-Jane Vowles	PPG Member (Riverbank/St Georges)
	Sandra Dunkley	PPG Member (Riverbank/St Georges)
	David Miller	PPG Member (Sunnyside)
	Bev Cockerill	PPG Member (Sunnyside)
	Leonie Allday	PPG Member (Yatton and Congresbury)
	Diane Haynes	PPG Member (Yatton and Congresbury)
	Barry Blakley	PPG Member (Yatton and Congresbury)
	Jane Clarke	PPG Member (Yatton and Congresbury)

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	Follow up communications in patient newsletter	Completed
	LR	Updated telephone information on the website	Completed
3g	LR	Display of GP partners and Management in Surgeries	
3h	LR	Econsult clear on the website	
4	KR	New telephone report	

Minutes:

Item	Description	Action
1	<p>Apologies</p> <p>Diane Haynes, John Gowar, Andrea Levett, Sarah-Jane Vowles, Sandra Dunkley, David Miller, Bev Cockerill, Leonie Allday.</p> <p>Welcome Roger Daniels full member for Pudding Pie Lane.</p> <p>Thank you to Trevor Smallwood for his dedicated support and service to the Mendip Vale North Somerset PPG. Trevor has decided to step down due to his other commitments in the community.</p>	
2	<p>Minutes of Previous Meeting on 14th of February</p> <p>Minutes of previous meeting were approved as an accurate reflection of the discussion which took place. Nothing to note from previous meeting.</p>	
3	<p>MV Survey action list update</p> <p>Geoff Matthews explained that following on from the last PPG meeting, we'll discuss the status of the actions and their deadlines. All members were emailed a list of the main concerns to provide feedback at the meeting.</p> <p>A. Communicating the three ways of accessing appointments, including online, telephone and paper forms.</p> <p>Lois Reed confirmed that the three ways of accessing appointments have been communicated on the website and patient newsletter. This will be regularly communicated. If members have any other suggestions on how this can be communicated to patients, please contact Lois.</p> <p>B. eConsult patient feedback</p> <p>Geoff Matthews asked the group for feedback that they have received from patients regarding eConsult. An article in the January and February newsletter addresses the three main patient concerns regarding eConsult. These included why there is no normal access to eConsult for the full week, why the red flags could not be in place earlier, and why there were so many questions.</p> <p>Janet Beckett asked whether it was still possible to pick up a paper eConsult form from reception Geoff Matthews confirmed that paper forms should still be available at all surgery reception and all forms have been updated with a box to ask the patient how they would like to be contacted.</p> <p>Georgie Bigg asked what the process was for submitting a child eConsult. Dr King confirmed that there is a separate eConsult form for</p>	

children. If a parent or guardian thinks their child is unwell and is worried, they should phone the practice to be put on the duty list to see a doctor on the same day.

John Ledbury explained that he has recently received positive feedback from patients on how well the practice is doing, especially being more efficient, shorter queues on the phone, getting an appointment is easier, and has made a substantial difference in patient experience.

Maureen Hutchinson explained that sometimes she feels that the receptionists are reluctant to give out on-the-day appointments. In response, David Clark explained that any patient requesting an urgent appointment is able to book one. There is a degree of gatekeeping with the Duty Doctor Team to ensure patients received safe and effective care.

Geoff Matthews advised that other providers have been investigated amongst the members, however despite the length of the form the feedback is positive as patients are getting used to the system. It was agreed amongst the group to hold off looking at alternative suppliers as it would be inappropriate to introduce patients to a new service to learn.

C. The delay time before patients received their appointments after submitting a request had shown significant improvements at the February meeting report.

David Clark explained that as a service Mendip Vale has got better at prioritising on a day-to-day basis to make sure patients are contacted within 3 working days. On average, 98.09% of patients are being contacted within the timeframe. Within the week from 8th April to 14th April 1256 eConsult were submitted, and 24 of these were not actioned within 3 working days. Reasons why they were not actioned:

- 6 required further action from the patient,
- 13 were awaiting a physio appointment,
- 2 wanted appointments in May but the system book wasn't available that far in advance,
- 1 only wanted a Friday appointment,
- 2 were waiting for their GP to return from annual leave.

Geoff Matthews asked whether the time to get an appointment within two weeks is being achieved. David Clark confirmed that the longest time a patient would be waiting for an appointment is 2 weeks. Routine appointments are being actioned within 5 days.

D. Feedback on the new digital telephone system has been operational since early January.

John Ledbury confirmed that the telephone system is working well which has removed patient frustration.

Geoff Matthews asked whether the callback options are available on all phone line options. Janet Beckett confirmed there is.

E. A shorter introductory message has now been introduced.

Geoff Matthews confirmed that the telephone message has now been reduced from 2 minutes to 30 seconds.

F. Training for staff was to be introduced for several aspects of their work.

Lois Reed confirmed that the staff training is provided on a regular basis, through monthly meetings, appraisals and individual catch ups.

G. It was explained that only photos of GP Partners and Local Surgery managers would be shown on the website.

Geoff Matthews confirmed that the pictures of the GP Partners and Surgery Management are on the website, and it was upon review by the surgery to put all clinical staff photos displayed in the Practice waiting rooms. David Clark and Dr King confirmed that the photos of the GP Partners and Surgery Management can be displayed in the waiting rooms.

Lois Reed

Alan Hunt stated that there were images of clinicians at the Yatton surgery reception. Geoff Matthews explained that these photos helped patients identify who they were seeing for their appointment. David Clark explained that there are 350 staff across all the surgeries, with many of them working at multiple sites. We would have to include multiple images of the same clinicians across all sites and with so many changes happening all the time, this would be difficult to maintain.

Georgie Bigg advised that the changes discussed in the meeting on telephone systems, booking appointments, and online systems reflect on how GP Practices are changing and how this takes the public time to adapt. Having photos of clinicians would make people feel reassured about who is treating them and become familiar with any potential change inside the surgery.

H. The new Mendip Vale website patient feedback

The new NHS Website has been operational for Mendip Vale since January and was discussed by a small team from the PPG with the MV team to correct several wording changes. Some discussions are ongoing.

Janett Beckett explained that she has found the website easy to use.

Maureen Hutchinson explained that she found it hard to find the eConsult button. Dr. King explained that to get to the eConsult link patients need to click on 'Appointments' and 'Book an Appointment'. This page has a button that says, 'Book an appointment using eConsult'. Lois Reed said she will look into how this can be made clear.

Lois Reed

Roger Daniels asked that if a patient has signed up to the NHS App, they are unable to sign up for patient Access. Dr King confirmed that patients are only able to sign up for one digital service. Lois Reed continued to explain that patients have the choice to use digital

services, they both provide very similar features. Mendip Vale prefers patients to use the NHS App as it links better with the clinical systems.

Geoff Matthews concluded by thanking everyone for their feedback, reflecting that the comments were positive in comparison to the results of the survey from July 2023. The aim is to conduct the survey again in July to see whether that is reflected in the results. Last year the practice received over 1,000 responses which led to the Action Plan.

Lois Reed confirmed that she will be in contact with the survey subgroup in May to prepare for the relaunch of the survey in July. If there is anyone who wishes to join or step down from the sub-group, please let Lois know.

4 **Telephone Call Statistics**

John Gowar provides a telephone report each month to track the progression of the number of calls being answered, wait times and calls abandoned. Kim Rogers explained that due to being on a different system, we can no longer pull direct report comparisons from the telephone stats before 12th January 2024. As such, Kim has reviewed John's report, MVMP Telephone Call Statistics 2023/ 24 and aligned it with the new report data. Kim will provide a new table as a starting point for what the new report should look like.

Kim
Rogers

The data compared and changed:

- 'Calls unable to get a line' no longer required due to the callback feature and recommend adding the data for the callback feature instead.
- 'Calls reaching responder lines' will now include calls connected through the callback feature.
- 'Abandoned calls' to remain the same.
- 'Mean operators delay time' to remain the same.

March telephone data showed:

- 16, 312 calls were 'connected to the call centre'.
- 16, 312 calls reached the responder lines
- 14, 717 calls were answered by a responder
- 327 abandoned called, this has reduced significantly from the latest data recorded in November 2023, when this was 2,725.
- The average wait time is 4 minutes and 57 seconds, on target.

David Clark explained that there will be a requirement for practices to report telephone data as a part of the digital inclusion scheme. David recommends that this may be a good opportunity to match our data with the required data to give a baseline of comparison to the national and regional averages.

5 **Feedback from Chairs of PPG meeting on March 14th**

Chairs of the PPGs in North Somerset meet every 2 months to review Primary Care performance in the area. Geoff Matthews reported that it was interesting to compare and listen to a range of views from different practices.

A specific topic discussed was the use of outward communication to help patients take charge of their health with the use of supportive group activities on specific subjects such as diabetes, for those who have diabetes or wish to avoid it.

The next meeting they are to discuss the structure of the NHS locally with a guest speaker from the ICB (Integrated Care Board) to explain the structure and achievements.

6 **Discussion on proposed virtual meeting**

Geoff Matthews explained that to encourage a diverse patient group, it has been considered to host a virtual PPG meeting to accommodate those who work full-time, have children, go to school, housebound or have other commitments. This coincides with the increase demand of patients who wish to join the PPG, with 16 people wanting to join the PPG. The suggestion discussed is to host a virtual evening meeting two weeks after the meeting in person and when the meeting minutes have been circulated for patients to ask questions and raise any issues.

The group agreed that the virtual meeting should be hosted late in an evening such as 7/8pm, to allow young families and those that work full time to attend the meeting.

There were concerns amongst the group regarding the number of people who would be attending the meeting and how this would be managed. Dr King recommended that the meeting should be held in a presentation style, with questions and answers at the end of the meeting. This allows patients to stay on the meeting if they have any questions or leave. Additionally, have a member of Mendip Vale to manage the virtual group chat to allow anyone to ask questions throughout the meeting without interruptions in reasonable times.

7 **Update on CQC inspection report.**

In the last meeting, David Clark confirmed we were still awaiting a report following the pilot CQC inspection, however nothing has yet been received and there remains technical problems with the CQC Portal. Once an update is received he will inform the PPG at the next meeting.

8. **Mendip Vale rebranding**

David Clark explained that with the expansion of Mendip Vale into the Bristol area we have had feedback from Bristol patients highlighting the need to have a more inclusive brand identity, considering Bristol is not in the Mendips. We have no preconceived ideas on what the new brand will look like and are open to the PPGs thoughts.

Lois Reed added that the Mendip Vale branding resonates with our North Somerset patients due to the history. Unfortunately, our Bristol patients don't have the same recollection of the branding. With our expansion over the last 18 months withing Bristol including merges with Sea Mills Surgery and Southmead and Henbury Family Practice its

important that the new branding is reflective and resonates with all patients we serve. As such, we will be asking for the PPG to provide their feedback on ideas and concepts and if any members wish to work closely on this project please inform Lois.

The group agreed that it is important for the surgeries to feel like they are individual within the medical group, with signs which title the surgery more than the group branding.

Lois Reed explained that we have to be conscious that the rebrand doesn't only include how the group works and looks, but also the communications and engagement element of the branding. This will not only effect signs and uniform but websites, telephone systems, clinical systems, patient newsletters, most of which are merged.

9

Any Other Business:

a. Healthwatch Workplan Update

Georgie Bigg provided an update on the Healthwatch workplan for 2024/25 by firstly explaining that all feedback, communications, and NHS Priorities determine the workplan, as decided by the Healthwatch panel. The panel then allocate workplan priorities to each area of BNSSG. Over the next year each area will have focus on the following:

Healthwatch South Gloucestershire: Palliative care and end of life care

- Improvements on what individuals and loved ones would make for palliative and end of life care.
- How to share their feedback on palliative and end of life care.
- Accessibility irrespective of age, condition, local pathways, and personalisation

Healthwatch Bristol: Online services and digital exclusion

- Access to online health services
- Video and telephone consultations
- How people feel about face to face and online triage

Healthwatch North Somerset: Pharmacies

- Pharmacy first: creating a more succinct booklet for patients to refer to.
- Impact of medication shortages
- Impact of local pharmacies closing
- Pharmacy workload and how GPs refer to pharmacies.
- Awareness of people using pharmacies.

In addition to pharmacies, Healthwatch North Somerset will also be doing reviews on pain clinics and dentistry.

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Date of next meeting: Wednesday 26th June at 1.30pm
