



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

MENDIP VALE MEDICAL GROUP PATIENT PARTICIPATION GROUP MEETING
Wednesday 1ST February 2023, 1.30pm

PPG Attendees	Geoff Matthews Georgie Bigg John Gowar Heather Pitch Maureen Hutchinson Linda Brimecome Sarah-Jane Vowles Sandra Dunkley Bev Cockerill Leonie Allday Barry Blakley Diane Haynes Jane Clarke	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 (Sunnyside) PPG Member (Yatton and Congresbury) PPG Member (Yatton and Congresbury) PPG Member (Yatton and Congresbury) PPG Member (Yatton and Congresbury)
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MVMG Attendees	David Clark Dr Joanna King Kim Rogers Lois Reed	Executive Manager GP Partner Business Support Manager Comms and Engagement Manager
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Apologies	David Miller Joe Norman Alan Hunt Mary Adams Sheila Williams Janet Beckett Andrea Levett John Ledbury Trevor Smallwood	PPG Member (Sunnyside) PPG Member (Sunnyside) PPG Member (Yatton and Congresbury) PPG Member (Yatton and Congresbury) PPG Member (Riverbank/St Georges) PPG Member (Riverbank/St Georges) PPG Member (PPL) PPG Member (PPL) PPG Member (PPL)
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Action Points Summary

Item	Action Taken By	Action Description	Completion Note
3	LR/GM	eConsult to remain on future agendas	
4	LR/GM	Review Social Prescribing at end of year	
6	JN/LR/GM	Meeting of sub-group to be arranged	Completed
7	LR	Support from PPG members to be arranged	
8	JG	Monthly updates to be circulated	
10a	All	Dentistry reports to be sent to HealthWatch	Completed
10c	DC	Updates on Congresbury when available	
4	LR/ CD	Update telephone message with new Covid Update	
7	LR	Clinician/ Team Photos on Website	
AOB (f)	GM/ JG	Information flow chart	

Minutes:

Item	Description	Action
1	<p>Apologies</p> <p>Apologies were received from David Miller, Joe Norman, Alan Hunt, Mary Adams, Sheila Williams, Janet Beckett, Andrea Levett, John Ledbury, Trevor Smallwood</p>	
2	<p>Minutes of Previous Meeting</p> <p>Query raised on Item 3a- eConsult report including weekly average visitors, average wait for a routine appointment, and patient demographic statistics. Statistics confirmed and checked with the following data:</p> <p>A total of 704 eConsults were submitted within the week of the 23rd – 29th of January 2023</p> <p>Under 15 years old = 58 15-24 years old = 77 25-44 years old = 231 45-64 years old = 219 65+ years old = 119</p> <p>David Clark confirmed the proportion of eConsults submitted online is 80%, by telephone is 10%, and by paper form is 10%. Appointment wait time average is currently 2 days to 2 weeks.</p>	
3	<p>Further experience and feedback on eConsult</p> <p>Barry Blakley fed back to the group that his personal experience with the eConsult system was good.</p> <p>On behalf of Trevor Smallwood, Geoff Matthews fed back Trevor's experience with eConsult as lumpy and long and that an alternative system that shortens the questionnaire, which is easier and quicker to use, would be greatly received and he would be more inclined to use it.</p> <p>Bev Cockerill fed back her personal experience as clunky and long-winded. At times when completing an eConsult Bev was told to ring the practice after completing the form. Some feedback Bev has received from patients is that it can be hard to articulate the problem through the written word.</p> <p>Dr. King advised that eConsult is a program that Mendip Vale does not own, and is a national service, as such we cannot change the clunky questionnaire, but we can feedback on your experiences to eConsult. The system itself runs several algorithms to provide a safety net for patients when completing the form. This ensures that the patient is safe and is directed to the most appropriate service. For example, if a patient was answering the questions and showing signs of a heart attack, the algorithms stop the patient from finishing the eConsult and instruct them to call 999. We have a helpful team of Patient Coordinators who can complete the eConsult form on a patient's behalf, over the phone, for those who struggle to articulate their problem in the written word.</p> <p>Georgie Bigg questioned whether the surgery had investigated the system Ask My GP. In response, Dr. King advised that Ask My GP feedback from other practices showed that they were not able keep it switched on, with some turning it off in the morning as having every enquiry via it was a challenge.</p>	

Diane Hayes asked whether there were any plans to reduce the wait to find out if the patient has received an appointment. In response, Dr. King advised that the surgery prioritise those eConsults requiring an earlier input with many having a same day response, and as eConsult is for routine queries having 72 hours especially over weekends enables the resources to be used effectively.

4 Telephone Call Statistics

John Gowar advised that the overall call figures are very good, as they are starting to level out as we continue throughout the year. There are still significant calls being made on a Monday morning and 8 am which is substantially hard for the practice to manage, however, over the last month, Mendip Vale connected 29,588 calls.

Over the last month, the operator delay time has increased slightly from 2m43s in February to 3m03s in March. In comparison to last year, the figures have improved significantly:

- Calls unable to get a line have improved by 85% (36,335 March 2022 to 4,943 March 2023)
- Abandon call rate has improved by 70% (4,581 March 2022 to 1,459 March 2023)
- Percentage Abandon calls has improved by 60% (19.6% March 2022 to 7.9% March 2023)
- Operator delay time has improved by 55% (5m 29s March 2022 to 3m 03s March 2023)

Geoff Matthews has recognised that the answerphone message has increased to 2 and a half minutes which may influence call figures and has requested that the message referring to Covid could be updated.

Lois
Reed/
David
Clark

If a patient knows which team they would like to speak to, they can skip the number options on the phone message.

5 Patient Feedback Subgroup

a. Feedback from the meeting

Lois Reed advised that the PPG Subgroup for patient feedback had a meeting at the beginning of March to discuss how Mendip Vale and the PPG could get a higher level of patient feedback. This included reviewing previous strategies, understanding the research aims, new strategies, and what we would do with the data once collected.

Previous strategies have included requesting feedback via the patient newsletter, PPG email, and PPG members handing out surveys during the surgery. The PPG is currently relying on individual communications from patients. The group agreed that face-to-face interaction, involving PPG members going into the surgery waiting rooms and handing out surveys to patients was the most successful and therefore should be done again. As such, a week shall be arranged to conduct the research for 2 dedicated mornings and 2 afternoons in all practices, with the support of digital communications to reach a sufficient sample and data collection.

The questions for the survey were discussed resulting in the first draft. It was agreed that the data results should be shared and reported to patients outlining the common themes amongst the feedback, including the positives, the negatives, and what changes we hope to implement if necessary.

b. Draft form for patient reviews

Lois Reed advised that the questions had to consider patient privacy within a waiting room environment, gain an understanding of overall patient satisfaction, and if the question asked/ survey design would help Mendip Vale gain insight into providing areas of improvement.

Diane Hayes suggested that copies of the survey should be handed to patients to give to family and friends to complete at home and submit back to the practice. This would help those who do not feel comfortable completing the survey whilst waiting for their appointment and increase encouragement of participation.

Lois Reed advised that the subgroup would meet to confirm the final version of the survey and details on when the data shall be collected. Names can then be collected from the PPG of those who will be happy to volunteer to collect the data.

Geoff Matthews asked if the IPSOS report which shows how Mendip Vale compares against other practices in the Bristol, North Somerset, and South Gloucestershire (BNSSG) area David Clark confirmed this was conducted again in February. Conducted on an annual basis, we will be able to compare results from February 2022.

6 “Good Grief Festival”

Geoff Matthews explained that he has been in contact with David Moss, Delivery Director at Woodspring Locality Partnership (NHS BNSSG CCG), who is responsible for organising the Good Grief Festival in early May. The purpose of the festival is to encourage those who are making end of life preparations to talk about funeral arrangements and structural living. David Moss asked Geoff to raise the topic to the PPG in the hopes members would know of any small appropriate groups/audiences who would be comfortable to discuss this topic openly, if so, please email David Moss david.moss4@nhs.net .

7 Patient Communication Projects and PPG Support

Lois Reed advised the current communication projects in progress.

PPG Notice boards/ Awareness

In discussion with the PPG Subgroup, it was recognised that more efforts need to be made to promote the purpose of the PPG, to encourage patient feedback and community interest. As such the PPG will have a dedicated board display and an advert on the waiting room screens advertising who the surgery PPG representatives are, how the PPG can help, and how to contact them. Those who do not want their image to be displayed, please let Lois Reed (lois.reed2@nhs.net) know as soon as possible.

Website pilot

Lois Reed advised the group on the development of the website. The current stages include updating the website pages and refreshing the content. Over the next few months, Lois will be involved with several workshops helping the development throughout the different stages of the pilot, with the recent workshop focusing on functionality. The pilot team anticipates the new website to be working by September.

The pilot scheme is looking for participants to represent patient voices throughout website development. This involves several virtual workshops over the next few months discussing how to improve the digital experience of the website. Please send your expression of interest to Lois Reed at lois.reed2@nhs.net.

Clinician's photo on the website

It was agreed amongst the group that it is important to have the clinician's images and the supporting team's images on the website for patients.

Lois
Reed

8 Any Other Business:**a. HealthClick Sessions by HealthWatch**

Geoff Matthews reported his experience at the HealthClick sessions as excellent. The sessions were very useful, learning a lot about the NHS online, including the functions and how it leads to eConsult. A guide was given on how to use the NHS app, and the HealthClick professionals went through any concerns and went through step by step on how to use NHS services.

Unfortunately, there wasn't an overwhelming response of participants from the PPG or patients which was disappointing. However, a poster with contacts of digital support across North Somerset can be found attached.

Lois Reed advised the group that Mendip Vale is looking to run similar sessions in the future to help patients gain access to and understand NHS services. Unfortunately, the HealthClick sessions will not be continuing due to funding, however, it is important to feed your experiences back to HealthWatch to show there is a need for such sessions.

b. Ageing Well Programme/ Frailty Policy

In response to a question from John Gowar, Dr. King confirmed that unfortunately, the funding for the Aging Well programme/ Frailty Policy has been pulled, however, will be invested into another scheme in the future. Unfortunately, Mendip Vale are unable to confirm how funding for this will be found but will let the PPG know when we have received an update. Mike Jenkins continues to be CCG lead for the frailty policy.

c. On Demand Buses

Georgie Bigg advised that the on-demand bus service was launched on the 3rd of April. The scheme includes a fleet of 30 bright green minibuses (16 in North Somerset) which can be booked by app, website, or phone to help reconnect communities and offer many people who are currently without a local service the opportunity to get back on the bus.

The service runs Monday to Saturday 7 am – 7 pm, except on bank holidays.

d. Patient numbers at Southmead and Henbury Family Practice

David Clark confirmed that Southmead and Henbury Family Practice will include a further 11,500 patients and 7 GPs. This Practice joins the MVMG from 1st April 2023.

e. PPG meeting arrangements

The group discussed the PPG meeting days and times, with the suggestion by Bev Cockerill to make the groups later in the day to allow working patient groups to attend. Geoff Matthews confirmed that PPG meeting arrangements will be reviewed in December.

f. Feedback on the Physiotherapy Team

John Gowar had received positive reports from patients regarding the physiotherapy team, reflecting that the service is working very well within the practice.

Geoff
Matthews

g. Information flow entering the practice

John Gowar asked what the information flow process was from Patient Coordinators for the patient to receive the correct service of care. It was agreed Geoff Matthews and John Gowar, with support of the management team will create a flow chart on how enquiries enter and are managed within the practice, whether that is by telephone or eConsult online.

8 **Date of next meeting:** June 14th, 2023, 1.30pm
