



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

**MENDIP VALE MEDICAL GROUP PATIENT PARTICIPATION GROUP MEETING**  
Wednesday 4<sup>th</sup> December 2024, 1.30pm

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

Item	Action Taken By	Action Description	Completion Note
	LR/GM	eConsult to remain on future agendas	
	AD	Telephone monthly updates to be circulated	
	DC	Updates on Congresbury	
	LV	Review of the eConsult text templates	
	LR	Virtual meeting on next agenda	
	SP	eConsult Feedback	

## Minutes:

Item	Description	Action
1	<p><b>Apologies</b> Shelia Williams, Joe Norman, Roger Daniels Andrea Levett</p> <p>The group welcomed Tim Evans to his first in-person meeting.</p>	
2	<p><b>Minutes of Previous Meeting</b> 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><b>Attendance by eConsult Representative Laura, eConsult Primary Care Team</b> Laura, a member of eConsult Primary Care team joined the PPG via Microsoft Teams to give an update on the developments of the system, collect feedback and answer any questions members may have.</p> <p>Laura began by providing some background on eConsult, explaining that it is an online consultation platform designed by GPs for GPs to streamline the consultation process between practices and patients. The system's purpose is to equip practices with the information needed to make informed decisions about patient care. It is not intended to be used as an appointment booking system.</p> <p>She then outlined some of the new developments and ongoing projects at eConsult, including the integration of iPlato (MyGP) with eConsult to enhance the patient experience. These initiatives include improving form design, expanding communication options with patients, and introducing messaging features to streamline interactions.</p> <p>eConsult has also been reviewing the patient journey when completing a form, particularly focusing on scenarios where patients are unsure which form to use and when forms seem overly lengthy due to numerous questions. To address this, they have reviewed the general advice form to improve its functionality. Instead of requiring patients to determine their specific needs, the form now intelligently identifies the appropriate questions to ask, streamlining the process and shortening the form. This improvement is set to be released soon.</p> <p>Laura also highlighted the review of visual aids to enhance form accessibility. For example, the A-Z list will now be immediately visible, eliminating the need to click through multiple options to access it.</p> <p>Unfortunately, due to technical problems the Team call terminated, however feedback and questions unanswered will be addressed by Dr Patel and will be reported back on their response to the February PPG.</p>	Dr Patel
4	<p><b>July Survey Conclusion with Actions</b> Lois Reed shared that the PPG Subgroup recently convened to review the final draft of the MVMG Actions Report. This report focuses on four key areas for improvement: enhancing eConsult services, optimising the telephone system, addressing dissatisfaction with staff interactions, and improving communication. Each area includes specific actions, along with corresponding deadlines. Some actions require ongoing monitoring and are noted as "continuous" or scheduled for review "bi-monthly." Please find a copy of the final action report attached for your reference.</p>	

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5 **National Association of Patient Participation Award**

Geoff Matthews congratulated the group and MVMG on their collaborative efforts, which led to achieving the NAPP award. The celebration event featured a presentation by Geoff and Heather Pitch, highlighting the strong, supportive relationship between the group and the practice.

As part of the award, the group received £400. It was agreed that, in recognition of the St. George's members' significant contribution - such as their efforts in collecting survey feedback and their recent achievement of raising £400 for the air ambulance through weekly book sales—the decision on how to allocate the award money for patient benefit should be entrusted to the St. George's PPG members

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6 **MV Achievement of targets (contact in 3 days, appointment lead times)**

Lois Reed provided an overview of MVMG North Somerset's performance in contacting patients within three working days and managing appointment lead times. She highlighted that, over the eight weeks from September 30th to November 24th, the practice received an average of 1,200 eConsult submissions per week, with an impressive 99% of patients being contacted within three working days and booked within 2 weeks from enquiry.

Date	eConsults submitted	Self help	Pharmacy self-help visits	111	Other services	Contacted within 3 working days
30/9-6/10	1260	34	15	23	70	1255/1260 99.60%
7/10-13/10	1263	45	17	8	71	1261/1263 99.84%
14/10-20/10	1167	35	25	16	74	1165/1167 99.83%
21/10-27/10	1268	27	25	14	90	1262/1268 99.53%
28/10-3/11	1280	54	24	13	69	1276/1280 99.69%
4/11-10/11	1365	39	24	22	95	1364/1365 99.93%
11/11-7/11	1347	61	31	25	101	1341/1347 99.56%
18/11-24/11	1300	48	30	40	82	1297/1300 99.77%

David Clark explained that eConsult originally had a default setting informing patients that the surgery would contact them within 24 hours. After providing feedback to eConsult that this timeframe does not align with the practice's policy, the setting was updated to reflect working hours, as the service is intended for routine, not urgent, requests.

A question was raised regarding why some patient contacts were unsuccessful. In response, David explained that the small number of cases included instances where patients were waiting to see a preferred clinician or where attempts were made to contact a patient twice but failed to receive a response from them.

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7 **Telephone Call Statistics**

David Clark reported that MVMG experienced an increase in call volume and wait times in October, a trend reflected across all telephone data. He noted that Leigh Vowles, North Somerset Divisional Director, is currently reviewing lunchtime staffing arrangements to better manage this busy period. It is hoped that the data for November and December will show improvements.

Lois Reed went on to explain that she has been working closely with Surgery Connect to improve the phone system. During this process, it was discovered that the phone line setup and systems were not operating at their full capacity. Maintenance work is now underway to address these issues. Additionally, features such as "check and cancel" and "callback" will be offered more than once during a call to enhance user convenience. The ambition is to have this implemented by the end of December. With the system launching in January 2024,

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its success was largely dependent on how it performs under the challenges of winter pressures and its ability to reduce long wait times. During our next meeting, we will have the opportunity to review its full impact and effectiveness.

David Clark explained that the Management team has decided to shift the focus from performance indicators such as number of calls answered and to prioritise the quality of calls. To achieve this, the team will review recorded calls and incorporate insights into appraisals and one-to-one meetings. The goal is to enhance call quality and improve the overall patient experience.

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## 8 **Draft Terms of Reference for discussion**

The group approved the updated terms of reference, which include several substantial changes:

- Extending the term of service for members from three years to five years.
- Acknowledging the introduction of two types of meetings: face-to-face and virtual.
- Establishing the role of a deputy chair including to assist in organising and managing virtual meetings.

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## 9 **Chair and Deputy Chair appointments**

Following the recommendation from Geoff Matthews, we are delighted to announce the appointment of **Mary Adams** as the new Chair of the PPG and **Heather Pitch** as the new Deputy Chair.

- **Chair:** Mary Adams will bring her extensive experience in the NHS and her ongoing dedication to patient advocacy to guide the PPG in achieving its objectives. Her leadership and commitment to improving patient care make her an invaluable asset to the group.
- **Deputy Chair:** Heather Pitch will play a pivotal role in supporting the Chair by assisting with the organization and management of virtual meetings. Her efforts will focus on enhancing the efficiency and scope of virtual meetings, allowing for broader engagement and development. Heather's experience with the NAPP (National Association for Patient Participation) application process and her active involvement in PPG subgroups have demonstrated her capability and passion for this role.

Geoff Matthews has agreed to support Mary and Heather through the transitional period before stepping back.

As Geoff Matthews' last meeting as PPG Chair, the group and Mendip Vale would like to express their heartfelt gratitude for his exceptional leadership and dedication. Over the years, Geoff has been a tireless advocate for patients, guiding the group through numerous challenges and helping to strengthen the relationship between the practice and its patients. His commitment to improving patient care and his invaluable contributions to the development of the PPG will be greatly missed. We extend our sincere thanks to Geoff for his hard work and wish him all the best.

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## 10 **Mendip Vale Branding**

Lois Reed explained that after receiving feedback from staff, there were several key elements of the branding we needed to consider with the new proposed name MV Medical Group (MVMG):

- **Geographical Restrictions:** The name "Mendip Vale" limits our appeal beyond the Mendip area, potentially deterring new mergers and collaborations with practices outside the region. As healthcare needs evolve, a name tied to a specific locality may hinder growth and the integration of new patients.
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- **Empowering our Surgeries;** We aim to empower individual practices by allowing them to maintain their identity while benefiting from the group's support. This approach fosters local ownership, enhances patient relationships, and reassures new mergers that the model is collaborative, not dominating.
  - **NHS Standardisation:** The NHS brand evokes trust and high standards of care. Aligning with this brand, including through NHS-related branding on our website and uniforms, reinforces our commitment to quality and assures patients of our adherence to recognised excellence.

For the full proposal, please find the document attached. We value your perspectives as patients and would appreciate your feedback. We would really appreciate your time to complete the survey. This survey will help us understand your perspectives, address any concerns, and refine the proposal to ensure it aligns with the values of both staff and patients.

Rebrand Survey: <https://forms.office.com/e/9r1gPjFd2k>

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11 **Covid and Flu Jab clinics**

David Clark reported that the Covid mass vaccination clinics have concluded, successfully vaccinating 15,000 patients. However, flu vaccinations are still ongoing and can be administered on an ad hoc basis by booking an appointment. A few housebound patients remain to be vaccinated, as they were either in the hospital or care home during the initial vaccination period. Looking ahead, vaccinations for the Spring Covid campaign are planned, targeting a smaller cohort consisting of individuals aged 75 and above and those who are immunosuppressed.

Heather Pitch enquired about the timing of the next RSV clinic. In response, Dr Patel explained that RSV vaccinations are offered year-round, unlike the seasonal Covid and flu campaigns. The team decided to wait until those campaigns concluded before organising another RSV clinic. Patients can still book appointments for the RSV vaccine at any time, but a targeted effort to invite those who have not yet received it will take place at the end of December.

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12 **Date of next meeting:** Wednesday 12<sup>th</sup> February at 1.30pm

**Date of next virtual meeting:** Wednesday 22<sup>nd</sup> January at 7pm on Teams

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