

Patient Participation Group (PPG)

Summary and supporting information

Meeting 06/09/2022@ Acklam Medical Centre

Attendees From Practice :

Catherine Thomas - Business Manager/Partner

Julie Moore - Operational Manager

Paula Gilroy – Nurse Manager/Partner

Dr P De Jongh - Partner

Dr C Nagoda - Partner

Attendees From Patient Group – 11 attendees. 190 invitations sent

Introduction to staff present

Update on Clinicians and Staff

Dr Murphy retired August 2021, prior to retirement was working half time.

Dr Nagoda joined us September 2021 and works three quarter time.

Maternity Leave

- Hollie Practice Nurse returns October 2022.
- Lucinda Nurse Practitioner anticipated return 2023.

New Nurse Associate apprentice, Lily, appointed from existing reception staff.

Steph, existing practice nurse now in second year of training to be an Advanced Nurse Practitioner.

The practice explained that recruitment and retention continued to be difficult for some roles and invariably during covid and the summer holidays this has led to us, on occasion, being short of staff. The practice has invested in their workforce for the future to ensure stability for the practice going forward.

A patient asked us why we don't use volunteers. It was explained that due to the nature of the work, patient confidentiality and indemnity insurance, we are unable to use volunteers.

This was also confirmed by another patient in the meeting, due to his previous experience of working with the NHS.

The patient who asked why we don't use volunteers also raised concerns that literature within the practice was geared only to English speaking patients and more information needed to be made available for non-English speaking patients when attending the surgery. They also said the practice should be looking at ways to outreach to non-English speaking patients in the community. They asked if we were aware of how many non-English speaking patients the practice had registered.

It was explained that much work had gone into ensuring all patients registered with the practice could access the services we offer, despite their spoken language. It would be impossible to publicise all waiting room literature in several languages however some languages were already available.

Nonspeaking English patients are given pre book appointments and interpreters are booked to support them in these appointments. Also, longer appointments are allocated to ensure sufficient time is given due to language barriers.

All patient's ethnicity and language spoken is coded on medical records. Reports are periodically run to check the top 5 foreign languages and support material for screening services has been made available.

Some material was currently on display in the patient education area of the practice however the practice agreed they would consider what other steps could be taken to improve this going forward. It would also be mentioned to Greater Middlesbrough Primary Care Network.

Greater Middlesbrough Primary Care Network

Brief explanation was given to the patient group regarding the role of primary care networks. Acklam Medical Centre is part of the Greater Middlesbrough Primary Care Network (GMPCN). The GMPCN consists of 8 practices across Middlesbrough, there are 3 networks in total covering the whole of Middlesbrough.

The key aims of PCNs are:

- better, more personalised care for patients, closer to home
- better coordinated support for individuals with complex conditions
- stronger support for patients to play a greater role in decisions about their own health
- building capacity and resilience of providers

- a more stable workforce and multi-disciplinary working
- enabling “triple integration” – of primary and community care, physical and mental health services and health and social care
- driving up consistency in quality and outcomes
- increased focus on prevention, self-care and population health management.

Some of these new services within our practice include:

- First Contact Physio

The First Contact role is to assess, diagnose and manage musculoskeletal conditions without the need to be first assessed by a GP.

- Social Prescribers

Social prescribing is a key component of [Universal Personalised Care](#).

Social prescribing is a way for local agencies to refer people to a link worker. Link workers give people time, focusing on ‘what matters to me’ and taking a holistic approach to people’s health and wellbeing. They connect people to community groups and statutory services for practical and emotional support.

Link workers also support existing community groups to be accessible and sustainable, and help people to start new groups, working collaboratively with all local partners.

Social prescribing works for a wide range of people, including people:

- with one or more long-term conditions
- who need support with their mental health
- who are lonely or isolated
- who have complex social needs which affect their wellbeing.

- Enhanced Health in Care Homes

The Enhanced Health in Care Homes service provides a clear framework for delivering healthcare through the support of a multi-disciplinary team including primary care, specialists, community-based care services and care home staff. Local Care Homes have been aligned to practices.

- Enhanced Access

Extended hours within the practice will cease from 30 September 2022. The new contract for enhanced access in practice will commence from 1 October 2022. This contract has been subcontracted to ELM federation (ELM currently provide our out of hours service). Further information will follow for patients however this new contract will offer additional hours for patients to be seen up to 9pm Monday to Friday and Saturday 9am to 5pm.

One of the patients present asked if practices can be contacted on a Saturday. It was explained that appointments made after our core hours (8am to 6pm) will fall to ELM to provide on our behalf. Although appointments for GPs, Nurse Practitioners and Health Care Assistants will be available in the enhanced hours, practice reception staff will not be available for general practice business. All appointments will be pre-booked.

Accessing Patient Services

eConsult

This was a service that was rolled out prior to Covid-19 but has very quickly become part of everyday GP consultations. The link for e-consultations can be found on the home page of our website. We are aware the forms can be quite long winded to fill in.

A patient commented on the need to repeat medical history each time he used the system however he found the site useful for contacting the practice and response times were in line with that stated by the eConsult application software.

We acknowledged this feedback and explained, medical histories can change. It was pointed out should patients require a more urgent response they should be calling the surgery as they would normally do.

Facebook

We now have a surgery FaceBook account which we update regularly so patients can keep up to date with what is going on in the practice. We acknowledge not everybody uses FaceBook however it is another method of receiving information for those patients who prefer to use this method of social media.

New Telephone System

We have been looking at new telephone systems for some time now, as understand just how frustrating it has been, at times, for patients trying to get through to the surgery. We want our patients to know that we have listened to them and have tried everything possible with our current provider to try and improve the situation. Despite adding additional lines and employing more reception staff this has not helped the situation.

The new system is state of the art technology, and we are confident our investment will be rewarded by improving patient access to the surgery via telephone. Some of the options of the new system include notification of number in queue, we can manage the flow of calls into the practice, calls can be answered anywhere in the practice, patients will have the option for a call back, without losing their place in the queue. Our go live date is 12 September 2022. There will be no change to the telephone number of the practice.

Vaccine Update

We will be commencing our Flu vaccination programme on 1 October, we encourage patients to book an appointment and we will also immunise patients opportunistically, where possible, when they attend the surgery. Patients will also be offered Shingles and Pneumonia vaccines if eligible and the vaccine is available.

Covid-19 vaccines will no longer be given at Acklam Medical Centre.

DNA (did not attend) appointments

We are aware of a surge in missed appointments, and this is currently impacting on available appointments for patients to book annual reviews, bloods, dressings, etc. We are monitoring the number of missed appointments and in one week alone prior to the bank holiday we had 11.45 hours of missed nursing appointments. This equates to approx. 47 appointments in one week that could have been used for other patients.

This is extremely frustrating for the practice, staff and patients who are unable to book appointments due to full clinics. We have been sending out letters to patients that persistently do not attend their appointments in the hope that this will reduce the time wasted. We regularly display information within the surgery about missed appointments and publish on FaceBook. Patients are being sent sms reminders the previous day. We would appreciate patients support in spreading the word about this and would ask that if you are unable to attend your appointment that you cancel, enabling the appointment to be offered to other patients.

AOB

None for the group, just some individual patient queries.