

TRINITY MEDICAL CENTRE
Patient Reference Group



PRG Meeting – Monday 3rd June at 6:00pm

Attendees:

Emma Kitching (Deputy Practice Manager)
DR (chair)
VS
CN
AK
PF
VA
PB

Apologies:

No Apologies received from members
Zoe Grant

Speaker Zoe Grant was unable to attend the meeting however left Emma an overview of the current projects they are offering patients of South Tyneside:

A Better U Health Coaching Service - Primary Care - Supporting people with COPD and/or Diabetes with anything 'social' that may be impacting their physical and/or mental health. We can complete targeted work by identifying patients with the support of the practice who may have missed a recent review or had a recent exacerbation or hospital admission. This service is available to all GP practices within South Tyneside.

HIU1 - Working alongside GP practices to identify 'frequent flyers', patients who attend a clinical appointment with a social need.

HIU2 - Working alongside South Tyneside Hospital staff (discharge team, Together In A Crisis, Psychiatric liaison etc) to identify patients who are frequently attending A&E with a non-medical need.

Integrated Care Team - Social Prescribing for anyone open to a district nurse, social worker, Occupational therapist, community matron etc.

A Better U Health Coaching Service - Secondary Care - Using patients hospital admission where poor diet, lack of exercise, smoking and/or alcohol have been a contributory factor. Exploring this as a 'teachable moment' with our Self-Care Coaches. Based within Diabetes outpatient and respiratory ward.

The practitioners schedule appointments either within the GP practice, home visits, community assets or our Centre for Change to commence meaningful conversations exploring what matters to them. They are able to use a range of psychosocial interventions and specific evidence based conversation frameworks to explore the importance and confidence to make behaviour changes with an aim to increase motivation. We can connect patients with specific specialist services and introduce them to community assets.

No questions were raised by the members of the meeting.

1. Minutes of Last Meeting

Matters arising

Weight clinic – On hold.

Emma discussed the previous meeting minutes. Member DR raised the question: Why were names redacted on the minutes and replaced with initials? Emma explained that Lorraine was being proactive with Data Protection and GDPR. This led to further discussion of the minutes being uploaded on the practice website which included names. Some members were aware of this and some were not. It was agreed not to document full names within the minutes. Members agreed to have the minutes removed from the website for the previous year only and replaced with redacted information. Emma to action.

Following the last meeting some members asked for the minutes to be emailed instead of posted. This action was carried out, however some members had difficulty opening the word file. It was agreed to send the minutes as a word document and a PDF.

PB asked what Depo meant. Emma explained it a contraception type injection. PB also asked, with reference to accessible information standard: why has she never been asked her communication preference as she fitted the criteria. Emma unable to answer and went on to explain, an alert pops up to notify the staff member to ask the question. Emma will discuss PB communication preferences at the end of the meeting.

Everyone agreed that the minutes from the previous meeting were accurate.

2. Friends and Family

Due to high volume of friends and family results these were not discussed at great length. Overall the comments were good. The practice is going to carry out a survey on “access” due to the number of comments regarding not being able to pre-book appointments. This led to the discussion about access:

Some members would prefer to pre-book none urgent appointments. Emma explained that it would be difficult to manage a same day service if you were able to pre-book. PF felt our system was “Outstanding” and would hate to lose this high level of service.

Await survey results.

Members will review the results below at home

THE NHS FRIENDS AND FAMILY TEST Results for the Month of February 2019

patients completed the questionnaire at the surgery
117 patients responded to our text message on their mobile device

The combined responses were as follows:

1. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
80	9	7	4	6	11

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Thinking about your response, what is the main reason why you feel this way?



What would you do to improve the service?

No improvement necessary I'm v happy with the way the practice is run.
 Be more accurate with wait times. Computer said appointment was on time. Actual wait was approx 30mins
 Change provider and my phone
 Doesn't need improving
 Nothing, the service so far has been excellent
 I don't like the current appointment system as it sometimes difficult to get an appointment
 NOTHING ! HAPPY THE WAY IT IS.
 Nothing. Very pleased.
 Be able to book in afternoon appointments in the morning if available. Rang up at 8.30am. Unable to book in for afternoon same day
 Have early appointments available daily for those who do work
 I'm happy with the service
 Could not fault any service i have had there
 Just been for a medical for my HGV license and the form had not been touched before I had been. I would of thought it would of been filled in from my records instead the doctor was asking me the answers to questions about things that had happened over 10 years ago that are all surely in my records
 Not sure things seem fine the way they are
 Can't think of anything thing, I've always had good care
 If not going to see me give me an appointment for next day so I don't have to phone bk up and not get through
 Nothing
 Use a callback service when can't get through.
 Nothing
 Nothing. I have been with this practice and its former practices since the day I was born. My sister used to be with your practice but moved house and lived on the wrong side of the road to continue to be a patient with you which is sad if you could extend to taking patients on who live outside of the area that would be fabulous
 Nothing it's very good
 I am really happy with the service at trinity cant suggest anything to improve service.
 Give times and stick 2 them instead of having us wait 40mins past the appointment time
 Just be honest with patients.(not saying you aren't).I think that's a good thing.
 Nothing.
 Cream cakes would do the trick
 Nothing
 Allow appointments booked in advance
 Better times available for people that work. Good service Getting quicker app
 Make sure there is enough appointments every day
 Have children toys in the waiting room
 Nothing. It was fine.
 Have all dos like Hayley she is so nice fantastic talking 2 her she makes u feel real comfortable just like doc Dowden
 Don't do feedback surveys.
 Make it possible to book appointments in advance
 The service is ok , I'm happy with it .

Results for the Month of March 2019

patient completed the questionnaire at the surgery
 115 patients responded to our text message on their mobile device

The combined responses were as follows:

- 1. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"**

Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
66	14	4	6	10	15



What would you do to improve the service?

To be able to book appointments with my chosen GP more in advance (up to a week) - some people have busy diaries and just can't rearrange them at very short notice

Being able to book appt with doctor at future date for non-urgent condition.

In my personal opinion they are the best they care for all their patients i know because i am one of their patients

Don't much like the system now receptions then phone call then appointment shouldn't have to go through all that like b4 u see a doctor

When getting an appointment with district nurse I expected her to able to treat me ,not pass me on to someone else.then having to wait 3weeks for further appointment for a routine procedure I find disappointing. The practice should put extra clinics on or employ extra staff to reduce waiting times

Make pre booked appointments more accessible, rather than always having to ring on the day

I don't think it's broken. So leave it as it is

Really just to listen to patients and attempt to help instead of the bare minimum. Results requested but can't be given for 9 days despite appointments online. Worrying time but reception can't help apparently. Dr Dowden so helpful but so much frustration caused on the easiest of enquires.

Friendly staff

More out of office appointments ie 7am and after 5

Nothing

Have some appointments available to book a couple of days in advance. This would help shift workers

Too many staff changes. I wanted appointment with nurse practitioner for minor surgery, she's now left so had appointment with doctor. Doctor running 30 mins late at 10.30. If only got appointment at 8.40 I could've been told about delay. When I seen doctor she asked if I could make an appointment with an ** some text is missing **

I would stop wasting doctors time calling people...just have ordinary appointments as before....the poor doctors have enough to contend with as patients in pain might be a bit abrupt from time to time....doctors are people too

Nothing, I have always found ALL the staff very friendly, empathetic, knowledgeable, understanding and extremely helpful.

It's very difficult to get a GP appt when requesting one. Understand the health navigator is working to a script but sometimes a nurse appt is not going to answer all questions especially if you can't see the nurse for 6 weeks.

Results for the Month of April 2019

patient completed the questionnaire at the surgery

155 patients responded to our text message on their mobile device

The combined responses were as follows:

1. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"

Extremely Likely		Likely		Neither Likely or Unlikely		Unlikely		Extremely Unlikely		Don't Know	
116		17		3		1		6		12	



- Ok the way it is
- Nothing x7
- Nothing its great
- Good question
- Nothing very well run
- Service Is Exceptional
- Don't think it needs improving at all
- Happy with everything.
- I found the service first class. The only thing I would find difficult is attending on the day that I ring for an appointment, due to the fact that I do childminding for my family.
- Open sat am
- Tidy the waiting room up
- Be able to book appointments not just on the same d
- I don't know!
- Having two people at the front desk to attend to patients who require face to face conversation to reduce waiting time
- Appointments been on time.
- I would do nothing as I have always been looked after well weather by a Dr or a practice nurse, or any other member of staff.
- Possibly have option for advanced booking of non-urgent appointments to plan around working hours
- Open on Saturdays
- Nothing everything was straight forward and in time
- I personally am happy with the service I receive and don't think I would change anything.
- Nothing really I phone up and see or speak to a doctor within a matter of hours which is a great service
- Answer the phone quickly every time I get in touch it takes ages for someone to pick the phone up sorry but it's true
- Nothing it's all good
- Trinity Medical Centre for me seems to have lost its personal touch. Doctors now don't know their patients apart from Dr Patteker she is the only one there who knows her patients. You can't book an appointment that is convenient for everyone, this is ok if you don't work! Go back to the way it was where as we can book an appointment convenient for the patient and the doctor and also be able to request the doctor you feel comfortable with. I have been considering changing my practice because of above.
- No comment. Service was fine
- Drs should do some research instead of saying they don't know about a patient's condition and not wait until the day of a follow up appointment to make a referral, leaving a patient in pain for nearly 8 weeks without help
- To make sure you get an appointment the same day
- Your service provides a clear and wonderful system as it stands. Your medical treatment team are wonderful
- No idea
- Your message has been received. Receiving device cannot reply.

3. Survey Result

At the last meeting it was discussed that the practice were keen carry out a new survey but members were happy for management to decide what the survey would be about. Due to time constraints the survey went ahead in April (could not wait till June PRG meeting for approval).

Our aim is to ensure that, as far as possible, when they visit the surgery patient leave feeling they received a good standard of service, were listened to and that were treat with respect. The survey is a means to establishing how the patients feel about the service we offer. We asked 41 patients who attended the practice to complete questionnaires. The results were as follows:

YES NO

1. When you made contact with the surgery?

Was this by Telephone?

32 0

Was this this face to face?

8 0

Did the receptionist greet you in a professional manner?

38 0

Did the receptionist listen to what you wanted?

29 0

Did the receptionist understand what it was you wanted?

36 0

Did you feel fully satisfied with how the receptionist handled you request? If you answer no, please let us know why?

30 0

Overall excellent response for section 1. No comments from Member.

2. Thinking about the times you have telephoned the surgery:

How easy was it to get through to the surgery:

First Time Second attempt more than 3

26

11

2

How long did you have to wait before the telephone was answered?

Less than 3 rings 11

More than 3 rings 26

YES NO

Did the receptionist identify herself by name?

34 5

Did the receptionist identify you by asking your DOB

39 2

Did the receptionist check your address?

29 8

Briefly, what was the purpose of your call?

(ie GP/Nurse Appointment; repeat medication; collect letter/sick note/other)

Nurse appt 7
GP appt 21
Cancel appt 1
No answer 11

Section 2: Emma and group members raised concern due to the number of rings before the telephone is answered. The practice standard is 3 rings. Emma will address this with Staff. 7:30am is a difficult time as we only have 1 member of staff to answer phone calls.

Some patients have a second attempt to get through on the phone, ?due to 7:30 starts. Sometimes if the call is holding for too long it disconnects?

2. Thinking about your last appointment here with a GP, what type of appointment was it?

Telephone appointment Face to face

9

35

Was this appropriate for your needs?
Yes No if not, why was this?

33

3

WAS NOT SATISFIED WITH DOCTOR PHONE CALL
IT WAS BECAUSE I HAS 2 HOSPITAL APPT
Dr *** was extremely rude on both occasions and unhelpful, has me reluctant to address future medical issue

Some members felt that the comment about the GP was unnecessary and that the name should be removed.

Thinking about the last time you requested a GP appointment, were you offered?:

GP 29 Nurse Practitioner 5 Nurse 2 Pharmacist 0 Out of Hours (STEPS) 1

Was this appointment appropriate for your needs?
Yes No if not, why was this?

29

8

Are you aware the practice offers;
On-line booking for appointments

YES NO
32 5

Ordering repeat medication online?

YES NO
34 4

6. Overall how much do you agree with the following:
(Please circle your answer)

The receptionists:	VERY UNSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED
are well trained	3		14	22
show care and compassion	2	1	17	18

listen to my concerns	4		14	23
explains things clearly	3		13	22
act in my best interests	2	1	13	22
Overall I am satisfied with the service I receive	3		13	22

Overall patients that were satisfied or very satisfied % rate

The receptionists:

- are well trained 90%
- show care and compassion 87%
- listen to my concerns 91%
- explains things clearly 87%
- act in my best interests 87%

- Overall I am satisfied with the service I receive 87%

Members felt the overall % rates were very good.

What comments would you like to make which would have made this a better experience?

Always pleasant staff with professional manner
 All members of staff listen to my problems especially with my health problems
 Everything is better
 More choice to make appointments for other days or even next day
 Consistently friendly and helpful service
 It was fine
 Surgery times vary too much for me
 Not long been at this doctors but great and can get appointments quick if needed.
 I have marked 4 as I am sometimes satisfied; some receptionists are a bit sharp.
 Very good doctors

The survey has not been discussed with staff yet. The survey will be uploaded on the website once discussed with the team.

PF suggested uploading future blank surveys on the website for patients to complete online.

The next survey will be around “access to appointments”.

3. Complaints

Emma brought 1 complaint to discuss:

Summary of Complaint

Verbal complaint at reception. Patient very unhappy this there were items missing from his prescription “again” says this happens every month.

 Apologised to patient and explained that I would investigate.

Patient would like written apology.

Emma explained to members that this was down to human error and has discussed amongst the team to take extra care.

4. Nursing team

Emma informed the group that the practice has now secured a new and experienced practice nurse. She will be working part time over 5 days.

Members asked how staffing in general was. Emma explained we have had a high turnover of admin staff this year. We have just recruited our 4th new receptionist it. Emma explained that this is due to retirements, staff wanting more hours and re-structure. There is a lot of work involved in training new medical receptionists but we have a very supportive team.

5. South Tyneside CCG patient Reference Group (BW)

BW did not attend the meeting today.

6. AOB

Primary Care Networks –

Emma informed the meeting that the practice is now part a Primary Care Network, alongside Farnham Medical, Warn Street, Tablot, St George, Dr Hague and Dr Chan covering 50k patients within the East side of South Tyneside.

PCNs are groups of GP practices working more closely together, with other primary and community care staff and health and care organisations, providing integrated services to their local populations.

The intention behind changes inserted into the GP contract is to focus services around local communities and local GP practices to help rebuild and reconnect the primary healthcare team across the area they cover. PCN services will be delivered in the local area by the GP practices and multidisciplinary teams employed by the network.

It is very much in its early days and no projects have been initiated as of yet.

British Medical Association (BMA) Reference:

Bringing new benefits to patients

The development of PCNs will mean that patients and the public will be able to access:

- resilient high-quality care from local clinicians and health and care practitioners, with more services provided out of hospital and closer to home
- a more comprehensive and integrated set of services, that anticipate rising demand and support higher levels of self-care
- appropriate referrals and more ‘one-stop shop’ services where all of their needs can be met at the same time
- different care models for different population groups (such as frail older persons, adults with complex needs, children) that are person-centred rather than disease centred

Emma will keep members updated as further information follows.

EK 04/06/2019

Next Meeting – Monday 2nd September 2019