



TRINITY MEDICAL CENTRE
Patient Reference Group

PRG Meeting - Tuesday 8th May 2018 at 6:00pm

Attendees:

DR (chair)
VS
PB
PF
MS
Emma Kitching (Deputy Practice Manager)
Zoe Grant (First Contact Clinical)

Apologies:

AM
CN

Emma started the meeting with greeting everyone and introduced Zoe Grant from First Contact Clinical, who came to give an overview of the service they offer Trinity patients.

Zoe works alongside our COPD (Chronic Obstructive Pulmonary Disease) clinics, supporting patients with long term conditions helping them to take better care of themselves, by implementing an integrated model that increases their knowledge, skills and confidence to effectively self-care. This is none medical approach to supporting patients. Zoe can help patients with relaxation techniques who are struggling with behavior change. Zoe is able to signpost patients to community activities that are COPD specific.

The team helped set up a COPD mutual aid group that is now well established with patients now attending with other long term conditions and not just COPD. This group is held on a Tuesday, 9:30 – 11:30am at the Centre for Change. The group members support each other in various ways whether that be anxiety or stopping smoking.

First Contact Clinic started working with patients in just 1 practice (Trinity) and expanded to 3 practices and now 5! Their long term vision is to have a health worker in each practice.

There has been some extra funding given to help support diabetic patients, to help them understand their condition better.

The success of this can be found via the FCC website: <https://firstcontactclinical.co.uk/Behaviour-Change-Services/A-Better-U-Coaching-Team/PgrID/1577/PageID/1>

1. Minutes of Last Meeting

Matters arising

Promotion of Group – ongoing

Pavement – we have had two landscapers come to look at putting a pathway in. However both have failed to provide a quote. Emma will ask secretary to chase this. DR suggested asking the builders on the housing site.

111 – At the last meeting Pat asked where 111/OOH services are held. Emma rang the 111 department and the response was:

“many different places operate depends on patient symptoms, location, time of day and capacity. HUB at ST can be one of them”

Emma has still not received an invitation from Dr Shrivastava for a member from our group to attend their PPG.

2. Friends and Family

We have collated the document of Friends and Family questionnaires, and it appears that majority of patients are happy with the service provided, which is great news.

**THE NHS FRIENDS AND FAMILY TEST
Results for the Month of MARCH 2018**

1 patients completed the questionnaire at the surgery
22 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
20	1	1		1	



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

Saw A/C made me feel at ease , I never usually bother the Doctor, but referred me for a scan , very good service

What would you do to improve the service?

Move the repeat prescription times to avoid most people’s lunch break (say) 13:00 to 14:00 please

Better times for appointments for people working

Invest in new system for calling your name out for doctor

Improve timekeeping for appointments.

Sorry, can't think of anything of great significance, my appointment worked out with no problems. I personally don't like automated 'phone systems but in this instance it wasn't a problem. I rather liked the TV monitor with the health advice videos.

Please ask your nurses not to patronize patients

Comment 2 Discussed, PRG members feel our access to appointments is really good. We offer 7:30am and 5:20pm appointments.

Comment 4 discussed. It is difficult as patients can take longer than expected which results in clinics running behind. Staff will make a double appointment if patient states they have more than one problem.

**THE NHS FRIENDS AND FAMILY TEST
Results for the Month of APRIL 2018**

1 patients completed the questionnaire at the surgery
26 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
22	2	1		2	2



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

Staff always friendly and efficient

What would you do to improve the service?

Maybe another member of staff to assist at reception , Karen is always very polite , professional, efficient & effective

One of the best!

Response

It seems ok at min

Get better doctor who can explain thing properly not just hurry you out and solve nothing

Give the midwife longer appointment times I had a lot to discuss and although I wasn't hurried it delayed the other patients.

As far as I'm concerned nothing.

The service is excellent I cannot fault it

Just try to maintain the excellent standard of service you give to all your patients

.later appointments for working people

Comment 1 discussed. Telephone system has had an impact on reception resulting in a lot more patients coming to reception to collect forms etc.

Comment 5 discussed. Midwife books her own appointments.

Overall very good comments over the last 2 months.

Pat felt that the text message for friends and family was too much. You answer 1 question then you get another then another. Emma advised the group that this was a separate software called MJOG. The practice pays for this service. A question was raised by the group; do patients get charged to reply to the questions? Emma was unsure but will investigate and give an answer at the next meeting. Emma asked if any group members make an appointment in the near future, could they keep the text messages sent regarding friends and family.

3. Complaints

We received one written complaint:

Brief Summary of Complaint

Patient felt let down by surgery. Patient had attended hospital for a pre-op assessment and was found to have a high BP reading. Patient was advised to contact the surgery to get it re-checked that day. Unfortunately all appointments had gone an receptionist advised patient to go to pharmacy. Receptionist should have asked management or a nurse in this situation and we would have accommodated.

Margaret wrote a letter of apology to patient. Staff member has been informed.

4. Data Protection and GDPR

Emma gave an overview of the changes under the new legislation and advised the group what the practice has done to prepare for the new legislation.

Key points to GDPR:

- The **General Data Protection Regulation** is the new EU legislation to protect the personal data of all EU citizens.
- It will apply even if we are no longer part of the EU.
- It will be a significant change in Data Protection for all UK , including the NHS and healthcare providers.
- Comes into force on **25th May 2018**

Although GDPR does not completely alter the way data is currently protected, it does have some changes, especially about what 'personal data' means for us and our patients.

This means that all staff need to be fully aware of these changes, as well as the implications on the way personal data is currently processed to avoid non-compliance and serious penalties when GDPR becomes enforceable on 25th May 2018.

The current Data Protection Principles have been amended under the GDPR to make it easier for individuals to access information about them (employees & patients)

- Transparency & Lawfulness
- Accountability
- Accuracy of the data held about Data Subjects

Changes include:

- The data subject has given explicit written consent to their data being processed, which they have the right to withdraw.

- The data is being processed for the performance of a contract with the data subject (such as staff administration), or the data is being processed at the request of the data subject prior to entering into a contract (such as reference checks)
- The data is being processed in compliance with a legal obligation (such as HMRC. PAYE, sick pay and auto enrolment)
- Practices will need to show that they have considered and integrated data protection into processing activities at every level, including raising awareness of privacy and data protection within the practice.
- Under the GDPR*, the right to submit a Subject Access Request and receive the information without undue delay is shortened to within 1 month.
- A fee cannot be charged unless the request is “manifestly unfounded or excessive”, in which case a fee may be charged or the request refused.

There are now more rights for patients to control how information about them is used;

- Informed (concise, clear and free)
- Access (Faster response times for Subject Access Requests, and without being charged in most cases)
- Rectification (faster response times to fix things, including 3rd parties)
- Erasure (remove data about them made a quicker process)
- Restrict processing about them
- Portability (automated processing only)
- Right to not to be subject to a decision based solely on automated processing, including profiling. E.g targeting patients with a chronic disease for seasonal influenza

Management has been working on implementation for a few weeks now. The practice needs to ensure that all employees are aware of the nature and source of ANY information kept about them. All staff will be issued with a privacy notice which explains exactly what information is held on them, why, who has access to it, who we share it with and how it is stored.

The practice will require staff to sign a consent form for the use of their photographs on the website and wall etc.

Emma is currently mapping all personal information held. Any information that is not required will be removed from personnel records etc.

Patients posters are now on display and a full patient privacy notice is up on the website that explains to patients why we as a practice collect information about our patient and how we use that information. Staff will be expected to read this also so they are aware but any queries relating to this can be passed to management.

Practice policies have been updated to reflect GDPR changes.

New patient registration has been updated patients’ needs to be informed regarding sharing of their data and the SMS text message service when they register.

Under the Data Protection Act 1998, the maximum fine was up to £500,000 for serious breaches. Under GDPR fines can rise to up to €20 million or 4% of the annual turnover – whichever is higher. These higher penalties mean that the consequences of breaching GDPR can significantly impact a business’ ability to continue to run due to potential financial ruin.

Group members have agreed to have a look at the privacy notice on the website. Posters were also handed out.

5. South Tyneside CCG patient Reference Group (BW)

BW did not attend the meeting.

6. AOB

Emma asked the group members if we could change the day from a Tuesday to a Monday. This is because all partners work on a Monday so we will be able to rotate a GP each meeting. Only 1 partner works on a Tuesday. All members were in agreement to change the day to a Monday. Emma to notify all group members via a letter.

DR asked for a copy of the minutes to be sent via email as soon as they have been typed. Emma to email minutes to those group members who have provided email addresses. The rest of the group members were happy to receive a hard copy prior to the meeting.

Zoe asked if she could attend the next meeting to give an update for the other members who attend. All group members thought that was a good idea. Emma suggested to Zoe that she bring the latest newsletter from the service.

Group members asked if staff review the posters in the waiting area for out of date services. Yes it on the reception tasks, however sometimes there is a delay in taking them down due to work demand. Hearing clinic poster was taken down as it stated the clinic

Next Meeting – Monday 2nd July 2018