



**TRINITY MEDICAL CENTRE
Patient Reference Group**

PRG Meeting - Tuesday 12TH September 2017 at 6:00

Present:

Dorothy Richardson (chair)
Vera Skipper
Pat Brown
Ann Marshall
Bob Wilson
Peter Benets
Martin Stidolph
Emma Kitching
Carol Craggs
DR Rouse joined the meeting later

Apologies:

Dorothy Robertson

1. Minutes of Last Meeting

Matters Arising – there were no matters arising

2. Better U

Emma gave an update of the Better U programme which the practice is working on.

It is recognised that those individuals who are living with long-term conditions spend most of their time self-managing their condition with only a very small period of time in contact with healthcare professionals. It is for this reason that patients need to be educated on how to manage their own condition and improve their overall quality of life.

It is the role of the healthcare professional to help the patient acquire the tools they need rather than providing the patient with instructions and advice. Many patients develop reliance upon healthcare professionals to 'fix' a problem and do not recognise that they themselves are in the best position to affect their quality of life and manage their condition well. Patient empowerment is required to provide people with the knowledge, confidence and skills to manage their

condition and make healthy lifestyle changes to improve their overall health. Currently patients receive either inadequate information or excessive information in the form of leaflets which may not be suitable for every individual especially those with low literacy levels.

Currently patients are swamped with excessive information and tend to be confronted with much more information than they are able to process. They lack the confidence, skills and knowledge to manage their condition.

Our new Practice Nurse Hayley comes from a bowel screening background where they had used visual teaching aids rather than written information and she thought this may be a good idea to develop these into something our own patients could use. These aids are pictorial format with few words so that they are accessible for a full range of patients. These will be developed in house for use with patients following an advisory period between staff and possibly even some patient representatives. Emma passed around visual aids relating to cholesterol, asthma, and COPD.

The Group all agreed these were a good idea.

Peter asked how these visual aids could be modified for those with visual impairments. Carol asked Peter how he thought these could be improved for these patients. Peter suggested that clinical staff could take time to talk through these with patients. He went on to say that he had not returned his bowel screening as he found the process difficult and it was embarrassing to have to ask someone. He enquired as to whether Hayley would do a consultation around this. Carol stated she was sure Hayley would do this –however both Carol and Emma thought that the bowel screening programme would cater for specific categories of patients and would make enquiries regarding this. Bob suggested they may have information on audio CD. Emma also suggested she would mention this at our meeting with the cancer facilitator in a few weeks. Bob said that he would also raise this at the next CCG PRG.

ADDENDUM: Carol phoned the bowel screening and spoke with a nurse there. She stated that for partially sighted patients or others with a special need, they may send out a Nurse to help. Carol asked about a CD of instructions – she did not know of anything like this but stated she would look into this.

Bob asked about Signposting – Emma confirmed that the second part of the Signposting training was coming up in October and this was with Thornfields.

3. Friends and Family

Results for the Month of JULY 2017

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

The combined responses were as follows:

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	
23			5		2		1		4		



What would you do to improve the service?
 Thinking about your response, what is the main reason why you feel this way?
 Service was first class
 Happy with service
 Fantastic GP surgery, everyone is very helpful.

Better working conditions for doctors
 A less cluttered waiting and booking in area
 Lose the compulsory telephone appointment service. Would also like to be informed when a long term doctor leaves.
 There is nothing I can think of.

Results for the Month of AUGUST 2017

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

The combined responses were as follows:

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	
25			4								



Thinking about your response, what is the main reason why you feel this way?
 Friendly staff and doctors always listen to me
 Very good service
 Good service

I think it's ok as it is.
 The service suited my needs today thank you
 Nothing
 Can't think of anything

4. Staff Questionnaire results

Emma thanked the members of the PRG who had helped distribute this survey to patients in the waiting room. There had been 44 completed. Vera commented that patients sometimes had quite a lot of feedback and she suggested that next time this was carried out she felt it would be useful to get together with management soon after to discuss further some issues that had been raised. This was thought to be a very good idea.

One comment around staff not fully understanding the patients query generated more discussion. Peter felt that he had experience of this when one of the receptionist had not fully understood what he was asking and when he rang back he did not receive the correct information which then generated another query and another phone call. Emma assured the Group that staff were always told to pass over calls to another member of staff if they did not fully understand what the patient wanted.

PATIENT SURVEY RESULTS JULY 2017

A total of 44 patients completed the questionnaire. Answers as followed:

Not all patients answered all questions

1. What date did you make contact with the surgery?

Was this by Telephone? YES 29

Was this face to face? YES 14

Did the receptionist greet you in a professional manner? YES 38

NO 0

Did the receptionist listen to what you wanted? YES 35

NO 1

Did the receptionist understand what it was you wanted? YES 35

NO 1

Did you feel fully satisfied with how the receptionist handled your request? YES 31

NO 2

If you answer no, please let us know why?

Receptionist male a little embarrassing. Patient felt receptionist was embarrassed.

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

How easy was it to get through to the surgery First Time 25 Second attempt 13
more than 3 4

How long did you have to wait before the telephone was answered? Less than 3
rings 14 More than 3 rings 24

Did the receptionist identify herself by name? YES 27 NO 4

Did the receptionist identify you by asking your DOB YES 36 NO 0

Did the receptionist check your address? YES 30 NO 6

Briefly, what was the purpose of your call?

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

3. We have changed our appointment system, so the doctors call you and make appointments if needed. Is the new system

Better 18 Same 6 Worse 16

4. Did the receptionist offer you an alternative Health Care Professional or service other than a Doctor? Such as the Nurse Practitioner or Pharmacist?

Yes 21 No 11 N/A 12

5. Are you aware the practice offers;

On-line booking for appointments YES 28 NO 10

Ordering repeat medication online? YES 29 NO 10

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

The receptionists:	VERY UNSATISFIED	DISSATISFIED	SATISFIED
are well trained	4	0	23
show care and compassion	2	3	20
listen to my concerns	3	4	20
explains things clearly	3	4	19
act in my best interests	4	4	19
Overall I am satisfied with the service I receive	4	2	21

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

don't ask so many questions on the phone
 waiting times are not good even phoning on the day
 perfectly happy
 quite happy with changes
 satisfactory
 I don't like how you can't book an appointment with doctor in advance. Sometimes this makes it awkward for the receptionist especially when restricted with working shifts
 I am happy with all the service I receive
 receptionists do not always attempt to fully understand your query/specifics before offering advice or assistance
 would like details for online repeats
 patient finds not fault with staff seems to be a one off situation
 explain how we did things rather than how can we help
 explain about phone calls after scans etc
 not happy with current system prefer old one
 I do think you should make it a little easier for a f2f appointment to be booked in advance, as telephone appointments aren't always possible when you work full time

had placed via the on line service.

Patient put in a repeat prescription order in to the practice early , stating that she was going on holiday.

I checked the status of the order to find it was accepted. At the pharmacy I was told that it had not been received. On calling the surgery I was told that it had been ordered early and so had been post -dated. Surely I could have been advised of this rather than waste my time going to the pharmacist.

Emma rang patient to discuss concerns above.

Explained the system automatically generates the message to say it has been processed but cant tell if its been post-dated.

Apologised to patient for confusion. Happy with apology and appreciated the call. Discussed at partners meeting and they agreed to send a message to admin if they postdate a script for a holiday.

6. New Salaried GP

Carol confirmed that Doctor Chakraborty had now joined the practice and was settling in well.

7. S T CCG PRG

Bob gave feedback from the above meeting in June.
Confirmation that beds at Haven Court are not being closed.

Clair Allan from Central would like more information about Trinity's telephone system. Carol stated that Margaret was giving a talk about this at a practice managers meeting.

There was introductory training for receptionists in signposting and for doctors in managing correspondence so they only had to deal with correspondence that mattered – Emma confirmed that Trinity staff triage correspondence.

Chief Finance Officer attended the ST CCG PRG and stated the CCG had delivered all services and gave credit to the finance team for value for money and good governance. New budget has been added from £240 million to £270 million.

Costs for acute drugs were discussed e.g. paracetamol and conclusion was that more innovative set of methods was required.

Darren Archer gave an update on the End of Life strategy. He stated that at the moment there was a 'good death' and a 'bad death' but there should never be a 'bad death'. Everyone should get the support they need e.g. personalised care planning, sharing records, stability in community care, palliative registers, gathering evidence and information and education and training and strong leadership.

Cancer locality group – lung cancer pilot to be rolled out. Dr Rouse stated that some GPs had concerns about this as it was not a national screening programme and were patients being exposed to unnecessary radiation.

Sunderland looking at some sort of Band 4 post to cut out delays in 2 week waits.

Group talked about how patients from S.Tyneside were dealing with new pathways to Sunderland.

Bob had received a note from another member of the ST CCG PRG and the Cleadon Park Primary Care Group who wanted to come along to the Trinity Group to find out why 'Trinity Medical Centre is so good at providing services'. The Group agreed that they could attend the next meeting.

Any Other Business

New extended Access Service (STEPS)

Carol gave a quick update to the Group about this new service. It is not an emergency service but a planned appointment service opening service that has been commissioned by the CCG. Currently 13 practices in South Tyneside have signed up to offer the this service.

They will see any patient registered in South Tyneside (including temporary residents) in their own practice.

Appointments will be offered from 7am-8am, and 6.30pm-8pm Monday to Friday, Saturdays, Sundays and Bank Holidays.

Patients should ask at their own practice if they wish to make an appointment during these hours. Carol gave everyone a leaflet.

8. Date and Time of Next Meeting - Tuesday 7th November 2017