**SELLY OAK HEALTH CENTRE**

**PATIENT PARTICIPATION GROUP – 31.03.2022**

**AGENDA**

* QOF – WHERE WE ARE, WHAT THE NEXT YEAR LOOKS LIKE
* ORGANISATION – PRACTICE STRUCTURE AND STAFFING
* SERVICES THAT ARE AVAILABLE
* Number of calls received/dropped
* DNA rate – monitored weekly
* YOU SAID – WE DID !
* PATIENT FEEDBACK SESSION
* ASSISTANCE IN RECRUITING TO PPG
* AOB

**MINUTES – PPG 31/03/2022**

Present

Jane Mason – Practice Manager

Jai Islaam – Operations Manager

Dr S Hamdy – Clinical Service Lead

Patient representatives – Patricia Hetherington

**QOF**

Over the past 2 years some of the measures for QOF have been suspended to help practices deal with the response to the covid Pandemic.

Over the last financial year have managed to perform against most QOF indicators we fell short on smear screening, the contributing factors was due to staff shortages but we do not anticipate this being a factor over the coming 12 months.

The practice continued to offer services outside of QOF targets

The QOF indicators will be returning in April 2022. The practice aims to tackle the QOF strategically over the next 12 months planning the years activity and planning how capacity will be used/increasing capacity where necessary to achieve the targets

**Organisation**

The practice has continued to re-appoint to gaps in the workforce and we are now in a position where the practice is fully staffed and this is reflecting in the number of appointments available to patients.

The practice have identified a short fall in nursing and we aim to recruit in the future to another nursing post. At present this is dependent on increasing our footprint on the site and obtaining 2 other rooms currently being used for the covid hot clinics. Once we have confirmation that these rooms have been reallocated to us the recruitment process will begin and this will give the nursing team some much needed support and to ensure that the practice has the ability to offer public health, child immunisations, vaccinations, health checks etc

The practice has carried out a number of audits around prescribing and this has highlighted some areas of improvement which the team are working with. This is nothing unusual and all practice carry out these audits with a view to both cost improvement

**Services that are available**

Social prescriber

Pharmacist

PCN mental health team

Care co-ordinator

**You said – we did**

You said – staff can be rude and abrupt

We did – staff have been allocated customer care training

You said – staff were untrained

We did – we have built in 1:1 training sessions for staff on a weekly basis to review their knowledge

We have built in regular team meetings to feedback to staff on new processes and to openly discuss areas of concern.

You said - difficulty getting through on the phones

We did – we are reviewing the phone system, updating the caller options

Looking to renew the phone line contract with a different service provider who will be able to provider differing functions to allow the us to call the pts back rather than the pt repeatedly redialling – this will hopefully be up and running in the next 4-6 months

You said – Self Check-in needs to be fixed

We did – this is an issue with the service provider and we are working to have this repaired ASAP

You said – lack of face to face appointments.

We did – We understand there is a demand for F2F appointments and we will be looking to see what we can do to improve the availability but it is difficult with the pandemic in a clinical setting to remove all social distancing measures and this is the interests of both staff and patients within the practice. We are adhering to government advice and where necessary we will be updating our booking rules.

Waiting times for appointments can be 1 week or more

We did – we have introduced a triage system with the reception staff to try to delineate the problem and how urgent the patient needs to be seen to allow us to better manage the demand and urgency of pts conditions

We continue to have priority booking for children and elderly pts

**Positive feedback from pt survey.**

57% of pts were happy to recommend the practice to friends or family

An additional 18% were neither likely or unlikely ( indifferent)

72% of pts felt that they were involved in decisions made about their care and treatment

72% of pts asked were found the staff they encountered to be helpful

**PPG feedback**

**Phone calls**

Phone lines measured on a weekly basis helping us to highlight pinch points and to manage the service demand.

In the last week we have received 1145 calls and 128 of those calls dropped off.

The number of calls dropped does not reflect the number of pts who recalled the surgery and their calls were answered.

The practice is seeing a higher than normal number of calls and we are looking at alternative phone suppliers to help us assist our patients.

We are also looking to increase the number of online bookable appointments in the near future.

We would encourage all patients to register for access to online booking services and via the NHS app for access to some elements of patient tests/referrals/order prescriptions. Patients to contact the surgery for further advice

**DNA rate**

89 Nurse/HCA appointments were missed

12 GP appointments – DNA

**Any other Business**

It was suggested that it would be helpful for us to display to patients if we are running behind so that patient are aware of delays and they are not left waiting indefinitely.

We will look in to how best we can inform patients of waiting times within the practice and feedback at the next PPG.

The patient representative advised that they were not aware of some of the additional services that are available to our patients.

We will look to display these services within the practice in the near future.

We asked the patient representative to assist us with recruiting patients to join the patient participation group so that we can better understand the needs of our patient population and have positive constructive feedback from our service users.

We thank our patients for their continued support at the practice and we appreciate that there have been a lot of changes of late, we see that improvements are being made and with a full admin and clinical team we only see the practice continuing to improve.

I would like to take the opportunity to thank our patients for their feedback both at attendance to the PPG and also via the patient survey available on our practice website