

Patient Participation Group Meeting - 09/11/2017

Topics we discussed:

- How to increase our PPG group size
- Online Access
- Website
- Appointment Types
- Flu Statistics

We spoke about how we could increase our group size and gain more patients interest in becoming a PPG member, feedback was that we could do our meetings at different times. For example, 3pm instead of 1pm to avoid lunch hours and for us to promote more.

We currently have signs on our plasma screens in the waiting rooms at both lodge and highfield, information is also on our website, along with an option to register as a PPG member.

Online Access:

How can we engage more patients to use online access?

Currently we have consent forms on both reception desks, they are also part of our new registration pack and there is information on our website and the plasma screens. We spoke about possibly asking our clinicians to talk to patients about it briefly within their consultations and also the practice sending a text message to our patients.

To register for patient access, we require 2 forms of ID, photo ID and proof of address within the last three months. This is because patient access is personal to you; it has details of your address, date of birth, medications, and upcoming appointments.

The CCG have a target that at least 20% of patients must have online access and be using it. As a practice, we currently have 32% of our registered patients with an online access account; however, only 16% have a 'live' account, which means they are actively using it.

The NHS five year plan is for patients to be self-servicing when dealing with medical needs.

We now have a range of different nurse appointment types available to pre-book online, these include:

- Smear
- Spirometry
- Smoking
- Asthma
- ECG and more
- General nurse appointments
- General Drs appointments

- Travel imms

Concerns about patient access are:

- The wait of appointment times available online, for example, too far away.
- It may not be user friendly for everyone.
- It is not personalised.

Appointment Types:

At the practice we have various appointment types:

- Pre-bookable – these are 4-6 weeks in advance
- Minor illness – these are available 24hours before and are with our nurse practitioner, who can prescribe.
- On the day appointments – these are available from 8am.
- Telephone Consultation – with a specific doctor.
- Telephone Triage – This is a call from the duty doctor on the day, which may save you a trip to the surgery.
- Emergency appointments – available after 2pm, from 4-6pm every day.

The reason receptionists tend to ask a lot of questions, is because they want to book you the right appointment type, at the right time, with the right clinician.

It was discussed how we can let more patients know we have all these appointment types available. We now have it on our plasma screens at both sites; we also thought it could be put on our website and potentially in our registration pack, or practice leaflet.

Website:

We have recently updated our website. On our website you can now:

- Ask the Doctor a question
- Ask Reception a question
- As the nurse a question
- Request test results
- Request a referral

We have a member of staff that manages the website every day, responding to questions and requests.

Feedback was that we could also make our website more user friendly.

Flu Statistics:

This year, we were required to vaccinate **2100** patients;
So far, to date we have vaccinated **1711** with **150** remaining.

44 of these patients have appointments booked with the remaining **104** patients being called by staff members to offer them a slot.

We lost **250** patients to pharmacies, which is a vast improvement on last year, where the total was over **500**.

Next year we plan on a 'one day – one stop shop' approach.

To end, we opened up the forum to discuss:

What could we do better??

- Put questions on patient access to signpost you to the correct appointment type – like a flow chart.
- Photos of the staff on the website and potentially in reception.
- Blood test forms available to print via your patient access, instead of having to come and collect them, or, being able to be emailed to patients.