



**Amwell Group Practice
Patient Participation Meeting - 16th October 2019**

Present: Sonia Hehir

Lindsay Dubock - Practice Management Consultant

JW- Patient

DM - Patient

AD - Patient

JD-Patient

Apologies:

SL- Patient

JC - Patient

JB - Patient

DP - GP Partner

1. Minutes of the last meeting

Agreed as true record

2. CQC Expectations

Lindsay talked to the group about the recent CQC visit. The CQC ask five key questions:

- Safe
- Effective
- Caring
- Responsive
- Well-Led

At the visit the CQC wanted to focus on 3 areas Caring, Well Led and Effective. As a result of the practice has created an action plan focusing on:

Partners: Dr Karina Upton, Dr David Davies, Dr Kim Ruddy, Dr Robert Moore, Dr David Price
Practice Management Consultant: Lindsay Dubock.

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- **Carers** - Identifying carers and those patients with carers. Putting in place carers needs at the practice - nurse and practice manager. Looking at ways to ensure carers especially the young and elderly have access to information and help.

Action: Lindsay has created an action plan that she will share with the group for their input, this includes organising a carers week at the practice. JD advised the group of a charity at St Bartholomew's hospital called Maggie's Centre that provides support for people who are affected by cancer - the practice will look to gather information on this service and promote it to patients.

- **Long Term Conditions - At Risk** - The practice want to look at how best to encourage patients to engage with the practice if they are identified at being "At Risk" of a long term condition - for example Diabetes. It is clear that patients do not always want to come to the practice for these checks and there is an element of anxiety for patients when they are sent invitation letters.

Action: The practice will again review invitation letters. JD has kindly agreed to review the LTC invitation letter and give her input on how best to work this. At present invitation letters are the same for each "At Risk" condition. The practice originally sent out letters targeting a specific condition but some patients were unhappy with receiving more than one letter if they had more than one "At Risk" condition so the practice merged all invites into one letter. These letters will be reviewed again to see if a better, more informative letter can be sent out. The practice will also look at "events" at the

practice, for example a Diabetes Education Event and the option of contacting local supermarkets to work alongside the practice promoting healthy lifestyle.

3. Practice Survey Review

The practice survey created in collaboration with the group has been rolled out. The link has been sent to all members of the PPG, virtual group and the practice website. Manual copies are also available at reception. To date we have had 52 responses. The group discussed some points from the results so far.

- Questions 2 & 3 - some patients felt that reception were not always as helpful and friendly as they could be.
Action: Monthly telephone call audits will be undertaken by the reception manager. These calls will be reviewed by the reception manager with the reception team. Weekly administration meetings are already in place at the practice where patient's feedback is discussed.
- Question 4 - Booking an urgent appointment- some patients felt that this was difficult. The group wondered if perhaps the question was unclear, this question was referring to booking a same day/urgent appointment with any GP but it could be that some patients thought this was in regard to making an urgent same day appointment with their usual GP. When patient telephones the practice for a same/day appointment they are always offered a face to face appointment with a GP or a call from the duty doctor.
Action: Any future surveys will repeat this question ensuring we are clear we are referring to any doctor. Poster to be created to be displayed in the waiting room and on the website explaining the type of appointment available - including information on when to see a pharmacist and appointments at the I:HUB.

- Question 5 - Difficulty in getting an appointment with the usual GP.

Action: The practice is aware of the difficulties patients have in making an appointment with their usual GP. The future of general practice means that more and more urgent/same day appointment, medication requests, minor problems will be dealt with by Allied Health Professionals including, advanced nurse practitioners, pharmacist and paramedics. By offering appointments with these professionals the practice can put 40 pre-bookable appointments with GP into the system which in turn will lessen waiting time. At present the practice has an advanced nurse practitioner and pharmacist available. There is a reluctance for some patients to see a health professional other than a GP and the practice needs to look at ways of encouraging patients to do this and also making them aware of the changes within general practice on the roles of allied health professionals.

- Question 17 - Many patients were not aware of how to administer their care online and some were reluctant to use the online system as they had experienced problems with it in the past.

Action: Promotion of this service will be valuable along with offering patient face to face help in setting up their accounts and instruction on how to use this. The practice manager will liaise with the reception manager to organise this.

4. Practice Registration Forms

It was agreed that the registration forms will be reviewed at a later date. One of the things highlighted at the meeting was to look at gender on the registration forms. The main registration for the GMS1 form is produced by the NHS so we are unable to adapt this.

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Action: Practice to look at our registration form and add other options for *Gender* category - at present the practice does not ask for gender on these forms.

Date of Next Meeting: TBC