

Meeting of Patient Participation Group, Woodstock Medical Centre

The Meeting Room, Woodstock Medical Centre

Wednesday 24 April 2024; 1830-2000

1. Welcome, introductions and apologies noted by the Chair and below:

• **Present:** Usman Rehman, GP Partner; Rameshwer Lal, GP Partner, David Inglis, Primary Care Team, NHS Lanarkshire; Eleanor McLean, Chair; Neil Campbell, PPG Member; Liz Forbes, PPG Member; Elaine Young, PPG Member; Alistair McInness, PPG member; John Taylor PPG Member; Colin Angus, PPG Member; Elizabeth Hunter, PPG Member; Fiona Thomson, PPG Member; Lisa Johnston, Group Ops Director, Alba Medical Group; Jennifer Boyd, Nurse Consultant, Alba Medical Group; Lisa Bartkus, Site Manager, Alba Medical Group – Woodstock;

• **Apologies:** Ruth McCallum, PPG member; Hazel Kay Vice Chair; Craig Cunningham, Head of Commissioning & Performance, SL HSCP; Alistair MacKintosh, Primary Care Manager, NHS Lanarkshire.

2. Previous Minutes of: Wednesday 28th February 2024

Minutes approved previously by those in attendance.

3. Approval of agenda items and matters arising not on the agenda:

Added:

- Blood results
- Incorrect details
- Complaints form

4. Review of Terms of Reference including membership of PPG

PPG members reviewed the Terms of Reference at their last scheduled meeting. All in attendance were satisfied.

5. Practice Update

Access - Appointments

Concerns were raised with the influx of appointment requests at Bank Holiday time; LB confirmed that pre-bookable appointments are subject to availability within a 2-week rolling period, and an on-the-day appointment system works on a clinically prioritised basis following triage.

LB advised that letters are sent out to patients if hospital, blood or urine results need to be discussed with a patient either by way of a telephone or face to face consultation and if other contact efforts by phone have failed.

It was noted that there has been an increase in patients who have received diagnosis from private healthcare institutions who are then requesting aftercare within NHS practices (e.g. autism referrals). Please be aware that our practices are contracted to provide health services, in line with our General Medical Services contracts, on behalf of NHS Lanarkshire and is not under any obligation to follow any requests from private health providers. See attached LMC document

The appointment system is in the process of changing due to the new Ask My GP platform which went live 23rd April 2024. This platform allows the patient to provide details about their symptoms which are triaged directly by a clinician. Once an outcome is determined by the clinician, an instruction is sent to admin to book appropriately. This provides a much more streamlined service

and improved access, freeing up access via the telephone system. A proxy can also complete the online request or the practice care navigators can complete this on a patient's behalf.

Telephony

LB met with the telephony system providers on Wednesday 24th April and discussed the options that are offered. Also discussed was the Healthcare Professional option as feedback has been received that these callers are experiencing long wait times. These items are being further investigated and altered so work is ongoing into improving and streamlining. An update will be given at the next PPG meeting.

LB will be providing a direct contact number to some of health professionals which allows for immediate action and option 0 for them on the phones will be set to ring at the front reception desk. Our phone voicemail service has been reviewed, and changed to advise prescriptions and queries are now offered in our askmyGP online platform.

Prescriptions

LB advised that prescription process timescales can vary due to staffing levels but we aim to turn these around within a 48-hour timescale. LJ explained that this is best practice but not a requirement of the contractual obligation. At the moment, prescriptions can be requested in paper form, online via our website and we are trialling this on askmyGP. We would advise thought that repeat prescriptions are still best to be submitted online as askmyGP is not yet linked to the patients records therefore each item being ordered needs to be manually input by the patient

Online Consultation and Workflow Platform - AskmyGP

JB gave data as follows (23rd April, out of 250 contacts):

- 69% of direct patient contact completed via askmyGP
- 15% of proxy patient contact completed via askmyGP
- 16% of contact completed via phone.

Results: an immediate reduction in demand via the telephone system.

With the implementation of the Ask My GP service, patient feedback will be collected. Currently, this is positive. The Practice (Woodstock Medical Centre) is a trial for this service, as expressed by the Alba Medical Group, which will allow for consideration of implementation into our other practices.

A Breakdown of Ask My GP (see above);

- It is to be noted this system is not a replacement for the current appointment system, but an addition to the traditional system that allows for remote access.
- 'Dashboard' allows complete visibility of patient requests.
- Requests are categorised and prioritised (routine or urgent) (e.g. appointments, fit notes, and prescriptions).

PPG Feedback

Blods

For clarification, the gaining of bloods results process is as follows:

When a patient requests information on their blood test results, if a clinician has reviewed them and marked as normal, the patient can be told this over the phone by a care navigator. In circumstances where the results have not been reviewed yet the patient is made aware of this and told that a clinician will be in contact IF the results have anything that needs discussed. If the results are normal, no contact will be made. When reviewed by a clinician and there is a need to discuss the results, a telephone or face to face consultation is arranged by way of a telephone call from a care navigator. Should this telephone contact be unsuccessful then a letter is sent to the patient to ask them to contact us to arrange. In response to a direct question from JT, one of the partners confirmed that copies of results can be provided to a patient when requested. This appears to be different to recent patient experience.

Wrong Details

It was brought to our attention that, during a face to face consultation, a patient could see the PC monitor of the clinician and as the incorrect patient file had been opened which could have resulted in a data breach. Communication will be issued to the practice staff to highlight this and ensure awareness of handling data appropriately.

Complaints Form

It was noted that, in the example of a complaint, a patient had been advised to raise via our Woodstock Medical Practice website as it would not be accepted in-person. This is incorrect as a complaint can be raised verbally, over the phone, in person or in writing. Complaints should be addressed at the time of notice in an informal setting prior to escalation. The practice would always try to resolve an initial complaint face to face verbally. Should the patient wish to raise a formal complaint, this would be asked for in writing to allow an investigation to take place. In consideration of this error, a complaints procedure leaflet is to be made readily available for patient view.

Mental Health Week

LB informed all attendees that she has arranged for an event to be held in the practice 17th May 2024, between 2pm – 3.30pm to support Mental Health Week. There will be notification flyers going up in the surgery and pharmacy next door with a post on facebook and notification on the practice's website. This will be an informal event with tea and coffee provided and will take place in one area of the waiting room. The Health Improvement team will be on site and information leaflets will be available for any patients or members of the community who care to attend.

6. PPG update

Communication Boxes

CA advised that the communication boxes are now in place with one in the practice.

Health Fayre

EM gave an update on the Health Fayre booked for 7th September, 11am – 3pm. The PPG have reached out to a few different places to encourage donations and gauged thoughts around the idea of contacting some local dentists regarding donating some toothpaste/toothbrush samples, an

organisation was still to be found to provide CPR and defibrillator demonstration and a demonstration of askmyGP. It was decided that askmyGP would not be possible due to wi-fi and equipment restrictions. DI is going to ask Barbara Harding, Health Improvement team for literature to hand out.

Date of next meeting:

6.30pm – Wednesday 19th June 2024, Boardroom, Woodstock Medical Practice.

Future dates agreed and calendar invite will be issued.