

Hollinwood Medical Practice Patient Participation Group Minutes

Tuesday 3rd February 6.30-7.30pm Hollinwood Community Room

Attending: Jenny Webster Community Manager (Chair) Dr Dev Shanker joined the meeting. Gordon Roscoe (Non executive board member for Hope Citadel)

Patient Attendance: VB-B, bc, RS, RM, MR, MB, AW, SD

Apologies: Sarah Clarke (Practice Manager) Dr Heather Connolly

Minutes typed by Jenny Webster (please contact with any amendments)

1. **Welcome and introductions and group outline –**

JW welcomed people, thanked them for coming and outlined the confidentiality policy of the practice to keep details private. Minutes would show people's initials to guard confidentiality and the group were asked to respect each other's confidentiality in conversations outside of the patient group setting. The Patient Group is a place to share views and to give your opinions but it is also to be a positive environment where we can move things forward for the patient community. Anyone with an individual issue or complaint is encouraged to follow the usual complaints procedure given by the practice or to speak with Sarah Clarke, Practice Manager outside of the meeting.

Jenny introduced herself as Community Manager with responsibility from Hope Citadel to run the patient groups across four surgeries in Greater Manchester.

Each person introduced themselves with a bit of their background, how long they had been at the practice. There was a wide range of experience and skills within the group.

2. **University of the Third Age (U3A)** Margaret Bedgood

Margaret presented the U3A to the group. The U3A is an opportunity for anybody (mainly from semi-retired age upwards) to find social and other activities to get involved with.

- The U3A started with just 2 interest groups and now there are over 35 with a vast range of activities from gardening, walking, craft and needlework.
- There is a £15 annual subscription fee to U3A which includes a quarterly magazine.
- Leaflets were distributed to the group.
- If anyone would like further information please contact Margaret via the surgery or the website address is www.u3a.org.uk.
- Jenny will be in contact with Margaret regarding a possible open day in the summer and other ways to advertise the group.

3. **Surgery Updates** Dr Shanker joined the meeting. Jenny invited him to share a little regarding the current Doctors etc.

- **Dr Shanker** will now be permanently based at Hollinwood

Hollinwood Medical Practice Patient Participation Group Minutes **Tuesday 3rd February 6.30-7.30pm Hollinwood Community Room**

- **Dr Foster** is currently on long-term leave due to a family situation but it is expected she will return to the practice in the future. The practice has had to arrange some locum shifts to cover her time.
- **Dr Connolly** is also permanently based at Hollinwood and due to go on maternity leave in May.
- **Dr Ali** is still at the practice one day per week seeing on the day patients but not building up a patient list of his own due to his reduced availability

Dr Shanker explained that there had been a lot of changes to the team. Some of that was personal circumstances such as maternity leave, family situations and career moves for GPs elsewhere. He also explained that GP recruitment was getting more difficult as time goes on but the surgery is working towards a more stable solution

The group asked if there were enough doctors to cover the demand, and if the building move had had an effect on numbers?

Altogether there is the equivalent of over 2 full time GP time available at the practice. There are currently 3080 registered patients (JW). The practice is still registering new patients due to our contract, but does regularly review its GP/Patient balance on a regular basis.

JW confirmed that there had been an influx of new patients over the summer after the move and this was good but did take up extra time for practice staff and the practice is responding where it can to meet the demand and increase capacity. Once the list has reached its targets this would reduce the day to day pressures of new patient care.

There have been some changes to systems such as the introduction of telephone triage to increase more doctor-patient interactions during the day. The group said that they appreciated the change to the system and it was working although there had been some issues for the hard of hearing. The telephone triage is so that the doctor can assess the situation then ask patients to come in, which they would do if communication is difficult over the phone. JW said we do have the option of online booking, but would look into other options for patients with hearing problems when they need to speak to someone at the practice. There is also a hearing loop installed in the surgery.

There have also been quite a few changes within the admin and reception team and with staff sickness aswell, some changes haven't been quite so smooth as they might have been. However the team is working hard and well together to introduce new staff and ways of working.

4. Troubleshooting:

Front doors: It was asked if something could be done about the sequencing of the front doors as they both open and shut together and there were concerns regarding children running into the street

Hollinwood Medical Practice Patient Participation Group Minutes
Tuesday 3rd February 6.30-7.30pm Hollinwood Community Room

Parking: A lot of patients still seem to be parking at the front of the building. JW confirmed that all patients were asked regularly to use the access to the rear and the signage directing patients to the correct parking was a continuing issue the practice is trying to resolve.

Why was the side path access blocked off?

This is a short term measure which should be resolved by the end of the week. There is a lightning conductor cable attached to the roof. The heavy snow had dislodged the cable and it had come down so the path was temporarily blocked for safety. Workmen had been out today to start to fix the problem.

Could the practice start a Diabetic support group?

Yes! Was the resounding answer.

There is a lot of will within the group to help patients with their long-term conditions and for the next meeting JW will bring a list of different areas where we can support patients and look into ways we could run the group. Patients are invited to do the same.

5. The Friends and Family Test – Patient Feedback review

Since Dec 2014 the practice has been part of a national initiative called the “Friends and Family Test” asking patients if they would recommend the practice should a Friend or Family member require similar treatment. There is also opportunity to add free text comments. The results for December 2014 were presented to the group:

	Total for month	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Responses	39	25	3	1	3	6	0
Percentage	100%	64.1%	7.7%	2.6%	7.7%	15.4%	0%

This showed that 63.8% would be “likely or extremely likely”, with 23.1% being “unlikely or extremely unlikely” to recommend the practice.

The free-text comments and those made on NHS Choices were marked by how many times certain issues appeared:

General positive response issues:

Staff attitude : 11
 Clinical care: 3
 Overall service: 12

The main negative issues raised were:

Appointment availability : 5
 Answering the phone: 4
 Telephone triage: 3

Hollinwood Medical Practice Patient Participation Group Minutes
Tuesday 3rd February 6.30-7.30pm Hollinwood Community Room

The above reflected some of the issues already raised within the meeting.

The group was also shown results from the national GP Survey with a comparison of local practices via the MEN website. Hollinwood was rated extremely highly compared to local practices. Please see attached.

6. **Surgery Action Points:** As part of the national Patient Participation DES the group was asked to agree on 3 areas for the surgery to look at over the next few months. The group so far agreed on:
- Starting a diabetic group
 - Looking into a patient open day with information about local services
 - Improving patient information in the waiting room

The practice would look into these three areas and report back at the next meeting.

7. AOB

It was agreed that the next meeting would be on Tuesday 17th March 6.30-7.30pm.

Everyone was thanked for coming and the meeting was closed.

Attached: Local surgery comparison. (Source - MEN Website)

See how your surgery rates

Enter your postcode in the box, then hit 'Lookup postcode'. The ratings data for the 5 nearest GP surgeries will appear, in order of their proximity to your address. Scroll down for a map pinpointing where the surgeries are. You can click on the pins in the map to get the name of the surgery.

Enter a postcode:

ST CHADS MEDICAL PRACTICE

OL8 3HH

80.2% say receptionists are helpful
69.4% had a good experience making an appointment
65.8% are satisfied with waiting times at the surgery
43.7% definitely have confidence and trust in the GP
75% are satisfied with opening hours
75.1% rate the surgery as giving a good overall experience
57.5% would recommend the surgery
This surgery has an overall rank of 6691 out of 7952 in England

HOLLINWOOD MEDICAL PRACTICE

OL8 3QF

95.9% say receptionists are helpful
94.3% had a good experience making an appointment
44.2% are satisfied with waiting times at the surgery
65.2% definitely have confidence and trust in the GP
97.2% are satisfied with opening hours
91.9% rate the surgery as giving a good overall experience
87.3% would recommend the surgery
This surgery has an overall rank of 1727 out of 7952 in England

LITTLETOWN FAMILY MED PRACT

OL8 4LR

95.5% say receptionists are helpful
82.8% had a good experience making an appointment
73.8% are satisfied with waiting times at the surgery
64.6% definitely have confidence and trust in the GP
87.3% are satisfied with opening hours
95.4% rate the surgery as giving a good overall experience
80.1% would recommend the surgery
This surgery has an overall rank of 1547 out of 7952 in England

OLDHAM MEDICAL SERVICES

OL8 3HF

69.7% say receptionists are helpful
54.3% had a good experience making an appointment
68.7% are satisfied with waiting times at the surgery
48.5% definitely have confidence and trust in the GP
69.2% are satisfied with opening hours
60.4% rate the surgery as giving a good overall experience
57.9% would recommend the surgery
This surgery has an overall rank of 7241 out of 7952 in England

WERNETH MEDICAL PRACTICE

OL8 4AL

52.1% say receptionists are helpful
43.8% had a good experience making an appointment
34.3% are satisfied with waiting times at the surgery
32.4% definitely have confidence and trust in the GP
62.6% are satisfied with opening hours
48.8% rate the surgery as giving a good overall experience
27.7% would recommend the surgery
This surgery has an overall rank of 7936 out of 7952 in England