

Kelvingrove Medical Centre

Patient Participation Group

Minutes

Meeting - Thursday 5th December 2024

13:00 – 14:00

Kelvingrove Medical Centre, 28 Hands Road, Heanor, Derbyshire, DE75 7HA

Attendees:

Chair: Christopher Perko (CP) – (Doctor Retired)
Secretary: Gavin Peart (GPe)
Dr Ryogo Ashida (RA) Kelvingrove Practice Partner
Emma Stone (ESt) - Kelvingrove Patient Services Lead
David Crawley (DavC)
Diane Crawley (DiaC)
Nik Dubaic (ND)
Richard Lodge (RL)
Phillip Stone (PS)
Simon Wood (SW)

Apologies: Peter Boxall (PB), Eric Cresswell (EC), Ireen Cresswell (IC), Stephanie Cresswell (SC), Lin Debenham (LD), Darren Evans (DE), Frances Houlton (FH), Ann Jones (AJ), Paul Jones (PJ), Paul Mason (PM), Freda Price (FP), Alan Purdy (AP), Grace Purdy (GPu), Emma Simmons (ESi), Diane Woolley (DW), Neil Woolley (NW), PM Wright (PW)

1 Distribution Of Minutes

There have been some problems with the email distribution of the minutes which may have been due to errors in email addresses or the minutes having an Adobe Acrobat attachment to the minutes.

- ***To try and identify if the attachment is a problem GPe to send out the next minutes in two parts with the first being just the email with the minutes in the body of the message and the second with the Acrobat attachment.***
- ***GPe asked group members who have not received the emails to check their spam folder and GPe will also check the email addresses for all members of the group at the next meeting to make sure the addresses are correct.***

2 Blood Testing Services

The group is concerned by three possible issues with the blood testing system

- The time taken between needing the test and providing the results back to the Practice.
- Reduced patient accessibility by moving the blood testing service to an online booking service
- Possible reductions in the volume of appointments successfully processed when compared to the previous system.

Because the current system is appointment-based this could lead to a reduction in the number of

blood samples taken per day due to DNA's (Did Not Attend) or missed appointments. GPe asked whether the service provider has data on the numbers of samples taken now compared to the previous system and also data regarding the time taken between the blood test request being initiated by practice staff and the results arriving back with the practice.

The Practice has forwarded the groups concerns to the service providers (Derbyshire NHS) but have not received a response from the Derbyshire NHS to explain the actions they have taken, or are taking, to address these.

Est advised that the service providers (Derbyshire NHS) had still not responded to these questions.

- ***Est to forward contact details for the service provider to CP & GPe and CP & GPe to contact Derbyshire NHS to seek a response.***

RA previously responded regarding GPe's suggestion to have a dedicated touch screen (or an additional function added to the current appointment touch screen) in the practice reception set up to allow patients to book an appointment online. RA recommended the best way forward would be for GP to contact the PALS (Patient Advice and Liaison Service) at University Hospital of Derby and Burton to put forward the suggestion with the support of the Practice.

- ***GP to action this and update the group after seeing PALS at Derby.***

3 Telephone System Greeting Message From Dr Reid

A request was made to ask for the recorded message by Dr Reid, which greets patients when telephoning the Practice, to be refreshed as it has been in place for some time.

- ***Est advised that the Practice is currently reviewing the recorded messages and will update the group on progress.***

4 Blood Test Request Forms By Email?

Est advised that it is possible to send blood test request forms to patients by email and if patients wish to use this option they will need to provide the Practice with their specific consent for this to be processed and their email address.

5 Patients Accessing Blood Test Results Through the NHS APP

CP clarified that access by patients to their blood test results online required that blood test results be reviewed by a doctor before these are made available for the patient to view in the NHS app.

Whilst understanding the reasons for the above process, some group members felt that there were long delays in the blood test results being reviewed by the doctor in order to either release the results through the NHS app or discuss with the patient.

- ***Est to feed this concern back to the Practice and advise the group accordingly.***

6 Public Health Collaboration strategy to treat obesity / diabetes

GPe explained to the new members of the group that he has volunteered to become an "ambassador" for the charity Public Health Collaboration (PHC)

- ***GPe (on completion of his training) will present to the group to explain the detail of what he will be doing going forward in providing lifestyle support groups.***

7 Kelvingrove Reception Staffing levels & Incoming Call Levels

A question was raised regarding the staffing levels manning the Practice's reception and dealing with incoming telephone calls. Est confirmed that there are a total of nine reception staff who work in rotas with five staff present at any one time. EST also confirmed that

9 PPG Meeting Attendance Levels & Membership

The group is to continue working on ways to increase membership of the PPG and attendance levels at the PPG meetings.

- ***Est to arrange for a text message to be sent out to the Practice's patient group advising that the PPG latest minutes are available on the Practice website (with a link to the appropriate web page)***

The proposed questionnaire could be used as a means to publicise the PPG and seek new members and this aspect will be considered at the next meeting when the questionnaire is discussed.

10 PPG Actions & Progress to Date

The group is to summarise the work and tasks carried out to date, along with the outcomes, to measure progress and demonstrate that the PPG was able to contribute to the functioning of the Practice. This to be added to the PPG section of the Practice's website to provide support to show that the PPG was able to provide positive feedback to, engagement with, and support to the Practice and wasn't just a "talking shop" with no real impact

- ***GPe to prepare this and email to Est for incorporation on the PPG web page***

IC asked for feedback from the Practice on the work carried out to date by the PPG.

- ***Est to respond and update the group.***

16 Questionnaire to Kelvingrove Patients

The group have agreed that they would produce a questionnaire to Kelvingrove patients to identify what issues patients experienced and what positive aspects or experiences they had with the Practice. The responses should then provide additional tasks to be undertaken by the group going forward.

Initial suggestions for inclusion in the questionnaire included:

- Are patients aware of all of the services and resources available through the Practice.
- Are patients aware of the PPG, what its role is and how it works to support the Practice.
- Use of the Practice website.
- Prescriptions – how well does the system work for patients?
- Blood tests – does the system work well for patients?
- Access to nurses and other support staff
- Phone access and usability when contacting the Practice
- Appointments – availability and timing
- Do patients wait for a specific doctor or see any available doctor sooner?
- Do patients read the notices on wall of surgery – are they helpful?
- Do patients watch the screens in waiting areas and are they helpful?
- Can patients think of three things or areas where Practice could improve?
- What three things or areas does the Practice do well?
- General Suggestions – positive or "constructively critical"
- What can the Practice do to improve patient services?

Questionnaire methodology suggestions:

- Survey responses to be anonymous – no name required and have a box for them to be dropped in rather than hand in at reception to maintain anonymity
 - Limit the number of questions to avoid the questionnaire becoming overly long
 - Limit the range of responses to questions to three options – Poor / OK / Good
 - Not by text or email? – paper questionnaires in surgery waiting areas and with TV screen encouragement? Or paper questionnaire plus send a text to the Practice's patient group with a link to an online questionnaire
 - Receptionists to hand out paper questionnaires to patients visiting reception? – Make pens available?
 - Can an online questionnaire service such as Survey Monkey be used?
- ***The group members were asked to review the above suggestions and bring to the next meeting any additional ideas for the questionnaire so that these could be discussed and refined to form the basis of the questionnaire which will be sent out to the Practice's patients.***

17 New Tasks For The PPG

When reviewing the Practice's website GP found it offered a lot of helpful and useful information to the Practice's patients and suggested one possible task for the group could be to see how the use of the Practice's website by patients could be increased.

Date of the next meeting: Thursday 16th January 2025 at 1pm

Location – Upper-level Waiting Room, Kelvingrove Medical Centre