



## **PATIENT REFERENCE GROUP MEETING**

**DATE: 24 JULY 2024**

**VENUE: NEWHALL SURGERY**

## **MINUTES**

### **Attendees:**

Julie - Business Manager  
Nelle - Practice Manager  
Judith - PPG  
Brian - PPG  
Vanessa - PPG  
Claire Warren - Minute taker

### **Welcome**

Julie thanked everybody for attending the meeting and introductions were given.

### **Facebook/Website Feedback and Suggestions**

Nelle shared the Facebook analysis between 1 January to 30 April 2024 which highlighted the trends of those who were visiting the FB site eg. who were receiving the posts, how many followers, the top 10 'reached' and most 'links clicked', which gave positive feedback. Our numbers have now increased to well over 1000 patients and are continuing to increase.

### **Friends and Family Test Results (FFT) – April to June 2024**

The FFT results were discussed for the period April to June 2024. This gave an outline of what the practice had excelled in and whether any improvements were needed.

These results were a good indication that the practice is performing well, patients are happy with the services provided and pleased with the way they are treated by the reception team and clinicians alike.

### **GPPS – Results and Discussion**

#### **GP Survey**

The information received for the GP survey, was taken from the Ipsos Mori poll and gave a comparison of all surgeries within the PCN and their performance in each area. The results were excellent for Newhall Surgery, they showed in many areas Newhall to have achieved higher than the national average and in some cases nearing 100%. However it was noted that only 32% of patients who had been asked to undertake the survey responded. The surgery was sent to 288

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patients which is not a large amount considering the patient number of 11,000 within the Practice.

Some questions had changed from the previous survey, those that were comparable showed a large increase in satisfaction in each section. All questions received very high results of either higher than the national result or a few % under. This confirms the hard work that has been undertaken by the Practice team over the last year to improve patient access and satisfaction. The information will be made available on the website shortly.

### **Practice Patient Survey**

The practice patient survey was a comparison of July/August 2023 and April 2024. The results were excellent and showcased the hard work which had taken place and also highlighted that patient feedback is listened to ensure the practice is continually improving. It showed that 74% of patients were happy with the access at the surgery, 88% were happy with the clinical and non-clinical team and the way they were treated by the practice with nearly 100% happy with interactions with their clinicians. This is an excellent result. The information will be made available on the website shortly.

### **Derbyshire Safe Place**

Julie gave an overview regarding the Derbyshire Safe Place Scheme and the benefits it gave to those who may feel vulnerable, lonely, suicidal, etc. Any business participating in this scheme are recognised by displaying a yellow sticker in the window/door of their premises. Newhall Surgery is part of the safe place scheme, which allows the general public, should they need it, somewhere to go, knowing they will be in a safe space to speak to somebody or get signposted to receive help if needed.

A committee member asked whether there was safe space available should somebody request it. Julie confirmed that there was a room which could be used away from reception if needed.

### **Men's Mental Health and Suicide Awareness Scheme**

Julie presented a PowerPoint presentation which showed all Practices within the PCN working together and creating a pledge together with information around "suicide prevention", which has seen an increase in the Derbyshire area.

This presentation gave an outline of what to do in a certain situation as well as who should be involved and also the monitoring of medication misuse.

### **Management Structure Update/ Staff Update**

Judith asked for an update regarding the staff. Julie presented to the meeting, the management structure organisation chart and went through those who had left and those who had started and scheduled to start. Julie stated that the baseline with these changes were no different, some of the posts had changed from full time to part time but the hours were the same.



Judith asked when the surgery would be able to take blood tests. Julie confirmed these are currently available and always had been but on a limited basis due to long term staff sickness; however, feedback from patients had shown a preference for attending Burton & Derby hospitals for appointment ease. Our HCA has blood appointments three times a week. Once Ragsdale is up and running blood tests will be available from the site.

Judith raised for information purposes, that at a recent meeting she attended, it had been suggested that Ragsdale could potentially be another clinic that patients could be sent to for medical advice. This is still awaiting CQC approval.

Judith asked why other PPGs seemed to be set up on a more formal basis. Julie explained that the PPG agreed that they wanted it to be informal and have signed the terms of reference on that basis. Julie did suggest that if they wished to re-visit the discussion she was happy for Judith to speak with the other members to see what the overall consensus was and to let her know the outcome. Newhall are happy with formal or informal. Formal would mean a Chairperson and a Secretary would be nominated and agreed.

### **Long Term Conditions Update (LTC)/Quality & Outcomes Framework Results (QOF)**

Nelle gave an update and shared the information regarding the QOF and Long-Term Condition reviews.

The LTC process started on 1 April 2024 which has been proactive in contacting patients asking them to make appointments for their annual review. The appointment allows the patient to make one appointment and have several checks in that one appointment, e.g. blood pressure, asthma, COPD, Diabetes etc. These reviews take place between April and December, leaving January until March for new patients, or for those patients who have not responded or made an appointment.

In June 2024, AccuRx sent out links to 247 patients to enable them to book online, with 90 patients booking through the link (36.4%)

The 'flu vaccinations which are scheduled for October 2024, AccuRx sent 1938 booking links to the 65 years and over on the 22 July 2024 at 4pm. On the 24 July 2024 at 10am, 453 patients had booked an appointment through the link.

Nelle advised that the 18-24 years at risk and the under 18's will be sent out shortly.

Nelle also went through the projects supporting QOF.

- Xyla Group, is a programme designed to help patients lose weight, improve blood sugar levels and achieve remission.
- Interface are a group who focuses on diabetes, asthma, COPD, disease prevalence screening, BGTS and alongside UHDB, continuous glucose monitoring (research only). This will support the LTC review process and help target the right patients for the future.

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### Any Other Business

- Julie mentioned the pledge of the surgery, which had been created with the input of all staff, to "uphold a culture of respect, kindness and support, creating an environment where everyone feels valued, heard, and empowered".
- Brian mentioned that Dr Marshall was still showing on the website. Julie confirmed that this would be removed shortly.
- Brian raised at the meeting, that he had received a cancellation notification regarding his appointment, on the actual day of his appointment, which was rescheduled for a month later. He felt there had been some confusion around the appointment. This was discussed and addressed outside the meeting.
- Julie to understand from Judith if they would like her and/or Nelle to attend the WI.
- Julie asked if any of the PPG could be available on the 5 and 12 October to help with the 'flu vaccinations clinic as per previous years.
- Julie highlighted that Shaunni was organising a McMillan Coffee morning.
- Brian confirmed that there had been an issue in getting his medication and was given a replacement due to shortages. Julie confirmed that the stock chemists hold would not be known by the practice at the time of a prescription and changes sometimes had to be made. If he should have any further problems, to send an email to the practice email address and this would be addressed.
- Brian raised a concern, that his wife was not able to access his records. Julie confirmed that a level 2 access form would need to be completed to allow access for his wife.
- Vanessa asked if there had been any complaints received regarding the car park, as not all people parking in the bays are patients. Julie confirmed she is aware of this and will hopefully be getting bollards installed at the entrance, which will hopefully stop people parking. It was mentioned that the back gates were locked in an evening.
- The next PPG meeting to be agreed. ***Post meeting note this has been set for 11 December 2024.***

### Future Meeting dates:

Wednesday 12 March 2025	2:00pm to 4:00pm
Wednesday 11 June 2025	2:00pm to 4:00pm
Wednesday 10 September 2025	2:00pm to 4:00pm