

Vine House Patient Participation Group

Minutes of meeting held on Monday 8th July 2019

PRESENT

Murray Blackford, Bob Cockerell, Alison French. Christine Jones, Sandra Ludlow, Sue North, Jo Stanley, David Stower

ITEM 1 - Apologies for absence

Sally Davies, Joan Gentry, Eric Goldsworthy, Jane Lay, Rose Morgan, Brenda Southorn, Lynn Pragnell.

ITEM 2 - Minutes of the last meeting, held on Tuesday 26th March 2019.

The minutes were signed as a true record.

ITEM 3 - Matters arising

1. Item 6d – HVCCG weekly newsletter. As an alternative to emailing the newsletter, Sue recommended that individual members should subscribe to the newsletter if they wished to receive up to date information from HVCCG.
<https://mailchi.mp/a15039fff813/signup-newsletter-21-june-1874061?e=34e789ad10>
2. Item 3 – the post of Chair remains vacant

ITEM 4 – Patient Access Survey

Following the last meeting, Sue met with Jo and Chris to discuss the compilation of the survey and arrangements for PPG Awareness week, 10th -15th June.

The CQC had indicated that data received from surveys by NHS England still showed that Vine House lagged behind other practices within HVCCG in respect of satisfaction with access to appointments. It was agreed that a new survey document would be created to check the current situation.

Sue agreed that the PPG would ask patients to complete the survey.

During PPG awareness week, Sue and Lynn had visited the waiting room during two morning sessions and distributed the surveys to patients. They had also sought permission from the patients for the use of mobile telephone numbers for text messages from the practice, suggested signing up for the Grapevine newsletter and promoted signing up to the Patient Access system.

At the end of June, Sue had handed out 50 surveys to registered patients at Abbots Langley School.

Jo reported that 118 surveys had been handed in so far, and analysis suggests that patients continue to find access difficult. For example, 57% of patients found that getting through on

the phone is not easy. Satisfaction with the availability of appointments was not very high, with 40% being 'fairly dissatisfied' or 'very dissatisfied' with the appointment times available, and 31% of patients found the experience of making an appointment 'fairly poor' or 'very poor'.

However, it was pleasing to note that the majority of patients are aware that weekend appointments are available and that there is a weekday 4.00pm urgent walk-in clinic.

Further analysis will take place later, as more surveys are expected to be returned.

Two related issues had been raised by patients:

- In order to sign up for on-line access to patient records patients must attend the surgery during the 'normal working day' because proof of identity has to be verified before access is granted. This means that patients who are working and unable to attend during 'office hours' are not able to sign up.
- The **extended hours and weekend appointments** that are available across the hub of practices **cannot** be booked via the on-line Patient Access system or via the telephone automated booking system. This is not obvious to patients and is a point of frustration.

These two points would be investigated and clarified.

ACTION: Jo and Chris

ITEM 5 – Proposed meeting with Sheepcot PPG

Sue reported that she had been contacted by the Chair of Sheepcot PPG, and would arrange to meet with him and some members of their PPG soon. Members of Vinehouse PPG could attend this meeting if they wished and Sue will notify the group when the meeting is to be held. The purpose of the meeting will be to establish common ground and exchange ideas. This might include joint initiatives, eg Patient Information meetings.

ACTION: Sue

Christine reported that the practice had held a Cardiac Rehab session to which a targeted group of 120 patients had been invited. Those who attended were given a presentation by a GP that included 'signposting' to various local services, eg Weightwatchers. The attendees had found the session very helpful

ITEM 6 - Report back on the Patient Engagement Network meeting on 11th June

Sue had attended this meeting and explained that information had been given regarding the introduction of more local services for ultrasound and dermatology, as well as a new single point of access for community services from 1st October. There was also an update on the proposed move of Moorfields Eye Hospital to Camden, and a request for all interested parties to respond to the public consultation survey by 16th September.

A report with more details are attached to these minutes.

ITEM 7 - Any other business

a. Future meetings

PPG network meeting 18th July, Midday – 1.30pm, Stanborough Centre – to learn about and discuss group consultations.

Workshop: Improving Urgent Care services across West Hertfordshire, 24th July - 2-4pm, Stanborough Centre – update on work to improve urgent care services. Anyone interested in attending this meeting should contact Heather Aylward:

heather.aylward@nhs.net

ITEM 7 - Date of the next meeting

The next meeting of the PPG will be held on Wednesday 2nd October at **2.00pm**, at Vine House Health Centre.