

Milman Road Health Centre - Patient Participation Group

Minutes of the meeting held on Saturday 28 September 2019 at 10am at Milman Road Health Centre

Present : Christopher Mott (Chair) [CM] Anne-Marie Dykes (Interim Secretary / Practice Rep) [AD]
 Monica Morris (Vice Chair) [MM] Paul Williams (Vice Chair) [PW]
 Ken Fisher [KF] Mary Fisher [MF]
 Adam Harrington [AH] Helena Turner [HT]
 John Walford [JW] Gillian Tunley [GT]
 Pat Bunch [PB]

Apologies : Jo Jones, Marie Panter, Salma Tognarelli, & Laurence Peele

Welcome, Introductions & Apologies (Agenda item 1)

PW reported that Dot Wylde and Darren Jones had resigned from the PPG. CM welcomed Pat Bunch to the group.

Minutes of the meeting on 13 July 2019 (Agenda item 2)

The minutes of the meeting held on 13 July 2019 were accepted as an accurate record and signed by the Chair (CM).

Research Opportunities (Agenda item 3)

Olga Zolle, a clinical research facilitator, provided a short presentation about how research is carried out and the number of studies the Milman Road Health Centre has/is participating in. There was discussion about the enrolment process and protection of personal data. Some PPG members recounted their experiences.

Action: AD to arrange for Olga's email details to be provided to JW.

Matters Arising (Agenda item 4)

AD reported that she had not made any progress on her actions. The chair said he was very disappointed with the lack of progress with the agreed actions. He reported that a local paper

<https://www.readingchronicle.co.uk/news/17784167.best-worst-gp-surgeries-reading-west-berks---voted-patients/> had identified the Milman Road Health Centre ranked 43 out of 47 in West Berkshire. The other surgeries in our Primary Care Network ranked as follows: London Street 29/47, Longbarn Lane 33/47 and South Reading & Shinfield 47/47. AD said she did not know why the surgery had performed so badly.

MM said that as far as first impressions are concerned, the entrance doors should be totally free of "clutter" except for the direction to press button on right for entry. All other notices are either irrelevant or misinformation. Once inside when the new reception area is up and running only essential notices should be seen and must be professionally presented. Also on the window ledges opposite the reception area it would be welcoming if there were plant troughs. I know that the cry goes up that in this area they will be stolen, my experience is that you have to try! And if the plants were silk and the containers really heavy it would be hard to remove them when reception is manned, and anyway there is CCTV!

It seems that if the Practice is to be seen as being "owned" by the patients it should feel a good place to be, when one attends it is usually because one is unwell and a bright, cheery and welcoming entrance could be part of the "cure". To add to the cohesion of the whole, a staff policy on dress would make them feel more of a whole, not uniform necessarily, though that can make for a professional "front" but a dress code, blouse and dark jacket/cardigan with skirt or trousers to tone in. This is now the norm in many places of work not just the NHS. As a point of interest, there is tax relief on compulsory work clothing where it is not provided.

PW said that the partners needed to get outside their clinical bubble and make the necessary investments to improve the patient experience from improving the car park to the tidiness of the surgery, improve the appointment system, replace broken chairs in the surgery waiting room on the first floor and operate in a more transparent and collaborative manner. Only then will customer feedback improve and the practice ratings rise to an acceptable level.

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Friends and Family Test Update (Agenda item 5)

PW presented the analysis of the July data (see appendix A). The data for August was not available from the surgery. AD said that mitigations were being implemented to keep to appointments times and reception staff will advise in future about any late running.

Whitley Reading Primary Care Network (Agenda item 6)

PW reported that PCN business manager, Natasha Roxborough-Taylor was unable to be present on this occasion due to family commitments.

Dr Thava had hoped to attend in place of Natasha but now has to provide a surgery instead due to sickness. Dr Thava offered to speak to PPG representatives off line.

Practice Update (Agenda item 7)

New reception desk on the ground floor Milman Road entrance will be opened shortly.

Any Other Business (Agenda Item 8)

PW presented a short paper to amend the PPG terms of reference to provide greater flexibility on meeting dates. The change was agreed unanimously. PW agreed to circulate the revised ToR (issued on 28 September 2019).

Date of Next Meeting (Agenda Item 9)

The date of the next meeting will be Saturday 30 November 2019 at 10am. The Following meeting is planned 25 January 2020.

Was the PPG meeting a success using agreed criteria?

1. Quorum – achieved 10 pts.
2. Attendance demographics – achieved 5 pts.
3. Actions completed positively – 0 pts.
4. PPG proposal/presentations 5 points.

Therefore, 20 points from a possible 40 points. Meeting was a partial success.

FFT Analysis for July 2019

MILMAN ROAD HEALTH CENTRE FRIENDS & FAMILY ANALYSIS											08-Aug-19
TABLE A Categorisation of recommendations to family and friends											
	#Oct	#Nov	#Dec	#Jan	#Feb	#Mar	#Apr	#May	#June	#July	
Extremely likely to recommend	80	72	82	104	66	57	68	34	29	125	
Likely to recommend	53	37	38	57	52	50	38	31	14	64	
Neither likely nor unlikely	14	14	7	11	9	3	7	2	3	12	
unlikely	9	7	5	5	17	7	5	2	4	7	
Extremely unlikely to recommend	11	6	3	6	3	5	3	2	1	10	
Don't know	2	1	2	1	2	2	0	2	0	1	
Total	169	137	137	184	149	124	121	73	51	219	
TABLE B % who will recommend to family and friends											
	#Oct	#Nov	#Dec	#Jan	#Feb	#Mar	#Apr	#May	#June	#July	
	79%	80%	88%	88%	79%	86%	88%	89%	84%	86%	
Data source: iPlato NB some patients identified more than one issue											
TABLE 1 Categorisation of reasons for not recommending to family and friends											
Category	#Oct	#Nov	#Dec	#Jan	#Feb	#Mar	#Apr	#May	#June	#July	
A Continuity (never the same doctor)	0	1	0	0	0	0	0	0	0	0	
B Appointments availability (horizon & wait time on phone)	15	13	9	14	16	15	10	3	1	10	
C Nurse attitude and performance	1	3	0	6	3	0	0	1	0	1	
D Reception attitude and performance	23	11	6	6	8	5	4	1	6	6	
E Parking Issues	1	1	0	0	3	1	0	1	0	1	
F Doctor or nurse running late	0	5	1	5	4	1	1	0	0	10	
G Doctor attitude and performance	5	5	5	3	4	1	5	3	1	13	
Total	45	39	21	34	38	23	20	9	8	41	
TABLE 2 Reason for not recommending - as a percentage of all reasons											
Category	%Oct	%Nov	%Dec	%Jan	%Feb	%Mar	%Apr	%May	%June	%July	
A Continuity (never the same doctor)	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
B Appointments availability (horizon & wait time on phone)	33.3%	33.3%	42.8%	41.3%	42.1%	65.2%	50.0%	33.3%	12.5%	24.4%	
C Nurse attitude and performance	2.2%	7.7%	0.0%	17.8%	7.9%	0.0%	0.0%	11.1%	0.0%	2.4%	
D Reception attitude and performance	51.1%	28.2%	28.6%	17.8%	21.1%	21.7%	20.0%	11.1%	75.0%	14.6%	
E Parking Issues	2.2%	2.6%	0.0%	0.0%	7.9%	4.3%	0.0%	11.1%	0.0%	2.4%	
F Doctor or nurse running late	0.0%	12.8%	4.8%	14.8%	10.5%	4.3%	5.0%	0.0%	0.0%	24.4%	
G Doctor attitude and performance	11.1%	12.8%	23.8%	8.3%	10.5%	4.3%	25.0%	33.3%	12.5%	31.7%	
totals	100%	100.0%									

Observations

- The number of responses for July 219 is in the correct ballpark to get a more meaningful analysis.
- The percentage who would recommend (extremely likely and likely) is back up to 86%.
- The number of "extremely likely to recommend" is at a record high of 125.
- The reason for the increase in the number of responses over previous months is not clear. A manual system has not been implemented and numbers of responses from the web site has not increased.
- There appears to have been a number of instances of doctors running late and customers have not been told. In some cases the delay was between 40 - 60 minutes. This has led to 10 observations of Doctor running late.
- Customers of late running appointments have complained of being rushed. This has been in part led to an increase in observations of doctor attitude and performance.
- To a lesser degree "reception attitude and performance" has been criticised for not informing customers of late running.
- I wrote to Anne-Marie on 9 August about my findings and Anne-Marie will explain what mitigations have been put in place.

Paul Williams
 Vice Chair MRHC PPG
 27 September 2019