

Milman Road Health Centre – Patient Participation Group

Minutes of the face to face & Zoom PPG meeting held on Wednesday 25 August 2021 at 2pm.

Present: Christopher Mott [CM] (PPG Chair) Dr B Thava [BT}
Monica Morris [MM] (Secretary) Dr A Bindra [AB]
Paul Williams [PW] (Vice Chair) Anne-Marie Dykes [AD]
Jo Alexander-Jones [JJ] Natasha Roxborough [NR]
Salma Tognarelli [ST] Yvonne Lawson [YL]
Dennis Wood [DW] Marie Panter [MP]
Helena Turner [HT]

Apologies: Frank Fisher, Mary Fisher, Gillian Tunley, Laurence Peele & Pat Bunch

Welcome, Introductions & Apologies (Agenda items 1)

The meeting opened with a welcome from CM who added a statement acknowledging our appreciation of the manner in which the Practice had coped with the pandemic. He said that there is great admiration for all that has been achieved in a quite fantastic manner. It is important that recognition of all this is put on record. Dr Thava said he had to leave the meeting for approximately 15 minutes at 3pm to speak to a representative of the Royal Berkshire Hospital.

Declarations of interests (Agenda item 2)

PW declared he had been elected as Royal Berkshire NHS Trust public governor for Reading.

Minutes of the meeting of 9 July 2020 (Agenda item 3)

The minutes of the 9 July 2020 had been circulated and accepted as a true record.

Matters arising: actions/updates (including ad hoc PPG 29 April 2021 (Agenda item 4)

Action log (47) - The Friends and Family text still goes out, but with most appointments being made on the day on which patients attend, it is not really an accurate picture.

Action log (20) - The Picture Board is on hold, there have been many staff changes so this will remain on hold. The remaining items on the log will be carried forward.

At the April meeting the topic of the Named GP was raised, it was noted that it had been hard to implement this in the light of Covid, but stop gaps are being put in place for the vulnerable and those in palliative or end of life care. At some point in the future it is hoped this will be implemented for the entire list.

The Safeguarding Officer is Dr Thava, because of the fact that the Practice has a very large number of children on the Child Protection Register, it is felt that the website should give details of how to access the service without the name of the doctor being given, this is for the benefit of the families.

Action (55): AD to update website and to correct out of date information about Kennet.

Cortisone Injections are now available on a Wednesday morning, three doctors are able to administer them, however they are not to be recommended for all at the moment, due to its immuno depressant nature.

GPGDR: The Practice accepted patients wishes on this matter, a link was available to enable an informed decision to be made.

Face to face appointments are possible for about 20-30% of patients after Triage. Treatments have been available throughout the Pandemic with nurses working for the benefit of those who need their help.

Communications with Patients – newsletter & website (Agenda item 7)

Milman Road Health Centre – Patient Participation Group

It was agreed that we need to improve communication with patients by the website and/or a newsletter in an easily understandable language. A Facebook page has been set up which may appeal to the younger set.

Action (56): PW, AD & NR to set up a working party of improve communication with patients.

GP Patient Survey 2021

PW took the meeting through his first slide (Appendix A) – a comparison of the results of the GP patient survey of 2017 and the survey results from 2021. It shows that results obtained in 2017 in key areas were above both the local (Berkshire West) and national (England) average. The results from 2021 showed a sharp drop in performance in key areas- % of patients who described their overall experience of this GP practice as good; % of patients who described their experience of making an appointment as good and % of patients who find it easy to get through to this GP surgery.

The second slide (Appendix B) compares Milman/Kennet performance with two local surgeries (which have differing patient numbers) - London Street and the University Medical Group. This shows that that Milman has significantly more below average scores. Further analysis from South Reading Patient Voice shows that Milman's performance for patient overall experience is now estimated to be in the bottom 10% in England.

Dr Thava response was that Practice was not interested in tables but knowing they were providing an excellent primary care service (CQC assessment). Jo asked for clarity on exactly what is the surgery's view on these customer satisfaction results. While it is understood that the primary care service is paramount, the 'softer' aspects greatly affect both the wellbeing of patients and the overall perception of the surgery. If the PPG is to assist in improving communications and engagement for patients then it needs to understand the surgery's aims so that we can have shared goals. Dr Bindra agreed that working to shared goals was important.

DW asked if Kennet was included in the 2021 survey. Dr Bindra said they are now, but he would find earlier statistics for the Kennet surgery. Dr Bindra said that the only way is up! Sadly people will always register dissatisfaction more often do they say they are happy! There is much to be done to try and make improvements. Communication is the key, improvement on this front is the starting point. We need to make everyone feel "at home" and we must understand what patients want.

Action (57): Dr Bindra to provide details GP Patient Survey results for the Kennet Surgery for past years

Merger with Kennet Surgery – How did it go Dr Bindra & Dr Thava (Agenda item 6)

The Merger was ongoing. Huge cultural changes, 75% of consultations at Kennet were not in English. Dr Thava said that, in the circumstances that Kennet Surgery had found themselves with Dr Kaur understandably retiring, the support of a larger practice seemed to be the best outcome at that time in the middle of the pandemic although it was not what would have been chosen normally. The telephone system needed improvement and the premises had to be made safe in the pandemic.

DW said that the Branch surgery patients had felt "stranded" when the merger took place. It was not clear what patients were supposed to do. The change in telephone arrangements at the same time had made it more difficult to contact the surgery to make appointments with their regular GPs or nurses. They would have appreciated being informed in the letter to them about the merger that the branch would not open again as a GP surgery and what they should do instead. He asked if it was now possible to say to patients that the Branch surgery had been moved to Milman Road and similar arrangements to those previously available at Christchurch Road were available there to try and provide continuity. He wondered how many patients had been affected by the closure.

DW suggested that a letter go out to the former Branch surgery patients informing them of where and when they can see their regular Kennet GPs/nurses at either Kennet surgery or Milman Road so as to give a warmer feeling that the Kennet staff are still caring about them and want to help. Dr Thava said he was anxious to rebuild on firmer foundations to create a warmer feeling.

Dr Thava in response to a question about when Milman patients will receive the belated merger letter, said the answer lay with the CCG.

Action (58): Dr Bindra to consider issuing a letter to patients of the surgery in Christchurch Road to explain they were being transferred to Milman and not Cholmeley Rd surgery. Also explain arrangements to see Kennet GP's.

Business plan – Dr Thava (Agenda item 8)

Milman Road Health Centre – Patient Participation Group

Dr Thava said that he was happier to have a smaller primary care network consisting of the Abbey Medical Centre, Reading Walk in Centre and Milman Road. They are thinking along the same lines and work well together and is in the best interests of all concerned. Booster covid vaccinations will probably take place at Milman Road, hopefully the annual flu jabs will be done at the same time.

Practice Telephone Audit – Anne-Marie Dykes (Agenda item 9)

AD reported that following feedback from the Reading Healthwatch (access to GP surgeries) survey, Dr Wong, a trainee doctor, undertook a practice audit of telephone accessibility. This involved a survey being sent out to all patients who made appointments that day. During week 1 receptionists worked as normal and sent out surveys. Weeks 2-4, all receptionists were dedicated to call handling from 8-10am and sending out surveys. The result of the internal survey was that the revised allocation of receptionists between 8-10am was successful and would be continued with more surveys. The paperwork (hospital letters to be scanned & coded, new registrations, task for clinicians etc) normally processed between 8-10am is now processed later in the day when call volumes are significantly less. The change has meant decreased telephone wait times for patients. The powerpoint survey report can be found at Appendix C and is restricted to PPG members.

Any Other Business (Agenda Item 10)

None.

Date of Next Meeting (Agenda Item 11)

Wednesday 27 October at 2pm via Zoom.

Milman Road Health Centre – Patient Participation Group

Appendix A

GP Survey 2021						
Question	Milman 2021	Milman 2017		Question:	Milman 2021	Milman 2017
% of patients who find it easy to get through to this GP practice by phone	57	71		% of patients who say the healthcare professional they saw or spoke to was good at giving them enough time during their last GP practice appointment	84	82
Local average (CCG):	70	69		Local average (CCG):	89	80
National average:	68	71		National average:	89	86
% of patients who find the receptionists helpful	83	79		Note: Some questions changed from 2017 to 2021. N/A no equivalent question.		
Local average (CCG):	89	85				
National average:	89	87				
% patients who are satisfied with GP appointment times availability	58	N/A		% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last GP practice appointment	90	86
Local average (CCG):	66			Local average (CCG):	90	84
National average:	67			National average:	89	89
% of patients who usually get to see or speak to their preferred GP when they would like to	35	36		% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last GP practice appointment	89	79
Local average (CCG):	50	51		Local average (CCG):	88	81
National average:	45	56		National average:	88	86
% of patients who were offered a choice of appointment when they last tried to make an appointment	57	N/A		% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last GP practice appointment	91	77
Local average (CCG):	68			Local average (CCG):	94	76
National average:	69			National average:	93	82
% of patients who were satisfied with appointment they were offered	74	81		% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last GP appointment	96	91
Local average (CCG):	82	78		Local average (CCG):	96	92
National average:	82	81		National average:	96	95
% of patients who described their experience of making an appointment as good	61	76		% of patients who felt the healthcare professional recognised or understood any mental health needs during their last GP appointment	80	N/A
Local average (CCG):	71	70		Local average (CCG):	87	
National average:	71	73		National average:	87	
% of patients who were given a time for their last appointment	77	N/A		% of patients who felt their needs were met during their last GP appointment	89	N/A
Local average (CCG):	91			Local average (CCG):	95	
National average:	91			National average:	95	
% of patients who described their overall experience of this GP practice as good	70	83		% of patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)	58	N/A
Local average (CCG):	84	81		Local average (CCG):	77	
National average:	83	85		National average:	74	

Milman Road Health Centre – Patient Participation Group

Appendix B

GP Survey 2021							
Question	Milman	London St.	UMG	Question:	Milman	London St.	UMG
% of patients who find it easy to get through to this GP practice by phone	57	68	83	% of patients who say the healthcare professional they saw or spoke to was good at giving them enough time during their last GP practice appointment	84	76	96
Local average (CCG):	70	70	70				
National average:	68	68	68	Local & national average:	89	89	89
% of patients who find the receptionists helpful	83	84	93	% of patients who say the healthcare professional they saw or spoke to was good at listening to them during last GP appointment.	77	98	97
Local & national average:	89	89	89	Local & national average:	91	91	91
% patients who are satisfied with GP appointment times availability	58	68	72	Note: This document compares Milman/Kennet with two local surgeries - London Street & University Medical Group.			
Local average (CCG):	66	66	66				
National average:	67	67	67	red numbers indicate below average scores			
% of patients who usually get to see or speak to their preferred GP when they would like to	35	61	27	% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last GP practice appointment	89	73	92
Local average (CCG):	50	50	50				
National average:	45	45	45	Local & national average:	88	88	88
% of patients who were offered a choice of appointment when they last tried to make an appointment	57	71	70	% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last GP practice appointment	91	88	98
Local average (CCG):	68	68	68	Local average (CCG):	94	94	94
National average:	69	69	69	National average:	93	93	93
% of patients who were satisfied with appointment they were offered	74	77	80	% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last GP appointment	96	91	98
Local & national average:	82	82	82	Local & national average:	96	96	96
% of patients who described their experience of making an appointment as good	61	73	75	% of patients who felt the healthcare professional recognised or understood any mental health needs during their last GP appointment	80	84	96
Local & national average:	71	71	71	Local average (CCG):	87	87	87
% of patients who were given a time for their last appointment	77	98	97	% of patients who felt their needs were met during their last GP appointment	89	92	97
Local & national average:	91	91	91	Local average (CCG):	95	95	95
% of patients who described their overall experience of this GP practice as good	70	70	92	% of patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)	58	76	72
Local average (CCG):	84	84	84	Local average (CCG):	77	77	77
National average:	83	83	83	National average:	74	74	74