

Milman Road Health Centre – Patient Participation Group

Minutes of the virtual meeting held on Thursday 9 July 2020 at 11am.

Present: Christopher Mott (PPG Chair)[CM] Dr Thava (GP Partner) [BT]
Anne-Marie Dykes (Practice Manager) [AD] Monica Morris (Secretary) [MM]
Paul Williams (Vice Chair) [PW] Marie Panter [MP]
Jo Alexander-Jones [JJ] Helena Turner [HT]
Pat Bunch [PB] Mary Fisher [MF]
Ken Fisher [KF]

Apologies: Gillian Tunley & Laurence Peele.

Welcome, Introductions & Apologies (Agenda item 1)

CM welcomed all to this first virtual meeting and he would direct the meeting to move quickly through large agenda.

Declaration of interests (Agenda item 2)

None.

Minutes of the meeting of 11 March 2020 (Agenda item 3)

The minutes of the 11 March 2020 had been circulated and accepted as a true record.

Matters Arising (Agenda item 4)

The production of informational practice posters had not been pursued because of the limited public access to the practice during the covid-19 pandemic.

Practice staff uniforms have been ordered and some delivered.

The action log was then reviewed.

18. Car park re-marking. The position will be re-assessed against new access guidelines which may have a funding element.

20. Photo Board. On hold due to covid pandemic.

24. Disabled Parking space. Marking requirement with local councillor but no quotation because of pandemic. The conversion of ambulance bay into disabled parking slot requires historical description of the current arrangement together with the a specification for the future design. AD to produce draft. Action continues.

36. External lights timing during GMT. Action continues.

41. Customer facing Practice guidelines about late arrivals. AD will include in guidance about entry restrictions and moving around the practice. Action continues.

43. Presentation of business plan. Action continues.

44. Asian PPG member. This may be addressed as part of the merger of surgeries.

45. A report on the new PCN will be on the website. **Action closed.**

47. Publicising the importance of FFT participation. Friends and Family table (Annex A) for February to May 2020 shows a severe reduction in responses due to most appointments being held over the telephone. There is a need to re-evaluate how data is captured going forward. Action continues.

49. iPlato has reduced the bar to 24 hours with regard to SMS FFT's. **Action closed.**

51. Closed because conducting lobby area surveys will not be possible.

52. With patients no longer using the lift **action closed.**

Annual election of Chair, Vice Chair and Secretary (Agenda item 5)

CM suggested that given the pandemic, elections should not take place for the present. The current leadership team were willing to carry on and this would probably be a sensible move at a time of so many uncertainties. Dr Thava felt, that if the Committee were agreeable it would be easier for him to have the continuity of the present leadership. The meeting approved the officers remaining in post until next year.

Merger with Kennet Surgery (Agenda Item 6)

Members had been circulated the Dear Colleague letter and the PCCC paper about the proposed merger before the meeting. BT explained that his close and successful working relationship with Dr Bindra (Kennet Surgery) in setting up the Covid hub had led them to believe that a merger of the surgeries would deliver improved access to

Milman Road Health Centre – Patient Participation Group

services. The merger would not mean the closure of any surgery site (Milman Rd, Cholmeley Rd & Christchurch Rd) nor would it impact on the number of available appointments. It was planned to establish a much smarter,

more efficient and cost effective backroom function serving all sites e.g. new appointment system across both surgeries. BT said in response to a question about the misalignment of the consultation process, with PCCC considering the merger on the previous day was unfortunate and was something they had no control over. BT said neither surgery had care home contracts in response to a question. BT said in terms of governance, there will be 5 partners after the merger with the addition Dr K Patel from Milman. CM said in summary that there was unanimous support for the merger and he would let the PCCC know this by email.

Milman Road Health Centre during the Pandemic (Agenda Item 7)

BT thanked both patients and staff for their understanding cooperation during the pandemic. The pandemic hub which was set up in the Walk in Centre at the Broad Street Mall, was staffed by volunteers and at times dealt with up to 40 patients a day. Walk In centre staff were in turn located in the Milman Road Heath Centre. No members of staff had been ill which was a testament to the excellent safety practices introduced and adhered to. MRHC focussed on telephone consultations and this approach has turned out to be very successful for diagnosis and treatments. The Walk in Centre has now returned to the mall and is now half walk in and half covid hub. It can be very rapidly converted back to an exclusive covid hub if the need arose.

When long queues (not always social distancing) formed outside the practice in February, the surgery quickly made the Milman Road entrance dedicated to the pharmacy and Elizabeth walk entrance dedicated to the few patients who were seen face to face. This made it significantly easier for patients to access the surgery.

Recovery plan (Agenda Item 8)

It was agreed to take advantage of the mailshot to all patients about the merger, to ask for email details and permission to receive newsletters. It would also be useful to get analysis of Kennet patients by postcode to understand how close they live from the respective surgery sites.

Patients will be assessed when seeking an appointment against three criteria;

Cold: telephone appointment; Amber: need to be seen face to face and: Hot to be assessed at the covid hub.

Future of patient engagement and the role of the PPG (Agenda Item 9)

It was agreed to set up a working group of PPG and practice to make access to the surgery safe but not intimidating. To look at risk assessments and look at new guidelines assess the impacts. The first meeting of the group will be on 16 July at 2:30 (TBC) and follow up meeting every two weeks.

Action (53) : PW to arrange PPG volunteers to attend the working group.

Complaints Analysis (Agenda Item Agenda Item 10)

PW demonstrated how the AD complaints listed by date received, could be sorted by upheld status, patient age and subject to highlight the key issues. Of the 37 complaints in the year, 23 were either upheld or partially upheld. BT said the most of the complaints were dated by on going process improvements. All complaints were discussed at the practice monthly governance meeting.

Any Other Business (Agenda Item 11)

CM business said he would like the business plan on the agenda for the next meeting.

Date of Next Meeting (Agenda Item 12)

The date of the next meeting is provisionally 24 September 2020 and may have to be virtual again.

Was the PPG meeting a success using agreed criteria?

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

Therefore, 35 points from a possible 40 points. Meeting was a success.

Milman Road Health Centre – Patient Participation Group

Annex A

MILMAN ROAD HEALTH CENTRE FRIENDS & FAMILY ANALYSIS						21-Jun-20
TABLE A Categorisation of recommendations to family and friends						
	#Feb 2020	#March 2020	#April 2020	#May 2020	#June 2020	
Very good	90	48	38	14		
Good	58	44	19	12		
Neither good nor poor	6	1	2	2		
Poor	10	3	2	1		
Very poor	14	6	0	0		
Don't know	6	0	0	0		
Total	184	102	61	29	0	
TABLE B % who will recommend to family and friends						
	#Feb 2020	#March 2020	#April 2020	#May 2020	#June 2020	
	80%	90%	93%	90%		
Data source: iPlato NB some patients identified more than one issue						
TABLE 1 Categorisation of reasons for not recommending to family and friends						
Category	#Feb 2020	#March 2020	#April 2020	#May 2020	#June 2020	
Continuity (never the same doctor)	0	0	0	0		
Appointments availability (horizon & wait time on phone)	13	2	3	0		
Nurse attitude and performance	0	0	0	1		
Reception attitude and performance	12	5	2	2		
Parking Issues	0	1	0	0		
Doctor or nurse running late	5	1	0	1		
Doctor attitude and performance	2	1	0	0		
Total	32	10	5	4	0	
TABLE 2 Reason for not recommending - as a percentage of all reasons						
Category	%Feb 2020	%March 2020	%April 2020	%May 2020	%June 2020	
Continuity (never the same doctor)	0.0%	0.0%	0.0%	0.0%		
Appointments availability (horizon & wait time on phone)	40.6%	20.0%	60.0%	0.0%		
Nurse attitude and performance	0.0%	0.0%	0.0%	25.0%		
Reception attitude and performance	37.5%	50.0%	40.0%	50.0%		
Parking Issues	0.0%	10.0%	0.0%	0.0%		
Doctor or nurse running late	15.6%	10.0%	0.0%	25.0%		
Doctor attitude and performance	6.3%	10.0%	0.0%	0.0%		
totals	100%	100%	100%	100%		
<u>Observations on February to May 2020 returns.</u>						
1. New Friends & Family Test categories apply from February onwards.						
2. From March onwards insufficient data to be meaningful.						
3. In February continued issues appointment availability, wait time on phone in particular.						