

TOGETHER FOR PATIENTS

THE ORCHARD PARTNERSHIP



PPG MINUTES



The Orchard Partnership Patient Participation Group (PPG)

Meeting Minutes

Date/time of meeting: 9th September 2024, approx. 12.30pm

Venue: In person at Old Orchard Surgery, Wilton

In attendance: Pauline Rose (patient), Carole Slater (patient), Pete Blackman (patient), Dr Ali Corke (TOP) and James Druce (TOP).

Apologies: None received.

Points discussed:

- Members were welcomed.
- Previous meeting minutes were reviewed and agreed.
- Discussion was held around flu and covid invites, and how those who were perhaps not very confident with digital access could make appointments for these services. This was because it was shared that many invites were being sent out via email/SMS. It was shared that although the intention was for the bulk of those eligible patients to book themselves into an appointment from an SMS link, patients were also able to call or visit a surgery to book with a receptionist. This had also been taking place and seemed to work well. The clinic's had been booking up very well with a high demand for these appointments.
- The RSV vaccine was also generally mentioned, and the PPG members were encouraged that although this is quite a new vaccine for England, it was a very well established vaccine in other parts of the world and has been proven to be very safe and effective.
- Industrial action had been voted on in England and was taking place across GP surgeries. The partnership was taking part in this action, but the partners have



decided that at the present time the action should only impact internal processes between the partnership and NHS service management – to have zero impact on patient care. At the present time this would be such as “working to rule” and having the right to consider declining excessive overtime, but the clinical teams were keen that this didn’t not have any impact on current patient care levels. Patients will not have noticed any changes at this time, and it is hoped the government and NHS board will be engaging with the primary care sector to see contracts and agreements better reflect the real-world conditions.

- There was a discussion around digitalisation of patient records and that there are still a very high number of a paper files for patients, but there are government plans to digitalise all patient records. No further information from government or NHS sources has been provided on this yet. Digitalising all patient records would save significant amounts of time in primary care and save space to be put to better use for improving patient access to care.
- Patient complaints were discussed in a broader sense, and although there hasn’t been a particular rise in the number of complaints, it was noted that complaints continue to take up reasonable amounts of management time. This was partly due to complaints being thoroughly investigated (rightly so) and also that patient complaints tend to be more complex with mental health and complex care situations sometimes making investigations more difficult to establish the fact of the matters. The partnership management are pleased to inform the members that complaints continue to be taken seriously and always treated within timeframes and with compassion and respect.
- Since the last meeting, there have been some “behind the scenes” staff changes in administration teams and back office functions – as well as a trainee GP and Paramedic joining the team.
- The members asked how well the new websites were being used and enquired if there was any data available. James will enquire with the website provider and see if any useful figures of interest may be available.
- A member asked how patients can access “sick notes” – James informed members that fit/sickness status notes from 7 days of illness are available on the website and seem to work as an effective and efficient way for patients to make their request.
- It was reported that due to on-going operational demand and reduced interest from member patients, the Fovant partnership focus group (based at Spring Orchard Surgery) has finished meeting.



NHS Friends and Family Feedback

This continues to be overwhelmingly positive with 97.15% of the 702 survey responses for July rating the practice as Good or Very Good. This is comparative with the last figures of 97.2% of the 642 patients who gave feedback in April. This figure remains very favourable when compared to the current England average of 91% and 94% for the local ICB region.

Positive comments:

“Absolutely love the friendliness of this surgery and how relaxed I felt whilst waiting for my appointment. From the point of calling to make an appointment through to leaving with my prescription, the service was first class!”

“Prompt, kind GPs. Always so understanding”

“The Doctor gave me time to explain, listened and was very reassuring.

The practice is exceptional offering, care whether through a Doctor, Nurse and in house Dispensary.”

“Overall an Excellent Practice.”

“The nurse who saw me put me at my ease and was very professional and really just wonderful”

1.42% of patients reported the practice as Poor or Very poor, which is slightly elevated over April's figures of 1.2%. This is a very slight increase, so is not of significant importance. Some of the comments given with “poor or very poor” feedback were:

“I didn't get what I asked for. The stuff that I knew worked from past experience. Also was declined another needed medication.”

“There has been such confusion regarding the purpose of the appointment. Two receptionists have conflicting reasons, both blaming the automated system. I kept to the advice provided, turned up yet even the nurse didn't know why I was there.”

“I had to have a blood test. The nurse was rather off hand and taking blood it hurt which has never happened before...”

“I came to the surgery for an annual check up as per your text messages. When I arrived the nurse told me I was there to have bloods taken to check my thyroid. I don't have a thyroid problem so asked why this was and she was unable to answer. Just said that was her instruction. I asked whether the bloods would also include a standard set of tests for Salisbury hospital per their letter but the letter was not on my records. So this wasn't able to be done. So I left without blood tests being done. I'm not blaming the nurse as she was just trying to follow instructions.”

Since this period, there have been some improvements made to the quality of information requestors provide when asking others to schedule appointments and how appointments are booked. This has helped by providing the reason why the appointment/test is required, so that there is reduced patient/receptionist/clinician confusion and patients have a clearer understanding why it has been requested.



Overall, F&F feedback is in line with previous data and there are no significant changes or points that we feel are of concern or systemic in nature.

- All members were thanked for their attendance and how it is appreciated to have a small group who are dedicated to helping provide another way for patients to share their views and ask questions. Thank you.

Date of next meeting: Mon 9th Dec 2024 – 12.30pm

Venue: Virtually, Microsoft Teams Online – meeting link will be sent nearer the time.

