**Minutes of Mountwood Surgery PPG MEETING 28th October 2021**

**Present: Colin Berthelsen Chairperson, Mary Egan, Gillian Tobin (Practice Manager), Dr. Liz Hermaszewska (Partner).**

**Apologies: Mary Perkins Vice Chairperson, Susan Smee Treasurer, Joan Staples,**

1. Gillian family & friends’ feedback from 395 patients in September 2021, unfortunately 7 respondents did not leave a score so the figures below are based upon the 388 that did.

 269 gave a 1 – extremely likely to recommend = 69.33%

 80 gave a 2 – likely to recommend = 20.62%

 17 gave a 3 – neither likely or unlikely = 4.38%

 12 gave a 4 – unlikely to recommend = 3.09%

 10 gave a 5 – extremely unlikely = 2.58%

 7 gave a 6 – no comment =

 0 gave a 7 – did not leave a rating =

 N.B. of those patients who left a meaningful comment translated into Positive 89.95%, Neutral

 4.38% and Negative 5.67%.

1. Gillian reported that an additional doctor (P.A.) recruited. She also reported housebound patients are being given vaccinations.
2. Flu jabs, plus various reviews/checks by doctors on duty, successfully took place on Saturday the 23rd October.
3. Colin stated he was annoyed that so many patients who booked a time simply did not turn up – presumably because they sourced an alternative solution elsewhere. This selfishness is repeated with patients not turning up for appointments with doctors and nurses and there is little doubt that a percentage of the same are ones who complain about the timescale to see a medical professional. Yet, there are patients who (adjudged by clinical need) need to see a doctor soon, have to wait longer for an appointment. Based upon last Mountwood statistics published by the PPG in 2019, an average of seven patients a day do not turn up for their appointment without the curtesy of notifying the practice. N.B. If patients lodge a mobile number with the practice, they will receive an appointment confirmation text and the system will allow them to send a one button response to cancel the appointment.
4. It was discussed and agreed that Minutes of the PPG monthly meetings be added to the Mountwood website under the PPG banner.
5. It was further agreed that extracts from NAPP newsletter that might be relevant to patients could also be added to the PPG page.
6. At a previous meeting the PPG indicated that they would like to do more to help the practice and Gillian produced an example of another PPG in Hertfordshire that provided services to patients - which included a taxi service, shopping, a regular weekly tea & chat afternoon - ad nauseum. The PPG investigated and Colin reported that the other PPG had far more members than we do and probably were on average a lot younger. As much as we would like to be able to do more for patients, we simply do not have sufficient resources of abled bodied members.
7. The feedback that Mountwood received from the annual MORI poll of Practices in England showed that appointments were the single most important factor to patients. Last month the PPG suggested it might be worth looking to see if there were any better systems available. Dr Liz Hermaszewska explained that virtually all the practices that she knows who implemented the same or similar systems, have, like Mountwood, stopped using it as a 24x7 tool. The system provides doctors with meaningful information gleaned from patients which helps prioritise appointment timescales based upon clinical need. The system can automatically suggest a 999 or 111 call be put in by patient, family or friend and at the other end of the spectrum, might suggest a patient look at the NHS help system to get advice or suggest a visit to a chemist for a solution. The aim of the system is to help the Practice provide a timely response – again based upon clinical need. Patients should be aware that incoming appointment requests are scrutinised by doctors at the start of day and throughout the morning to include the lunchtime period when the system is switched off. As soon as it is switched back on, they work throughout the afternoon until at 16.30 hours it is switched off for that day to allow the outstanding tickets to be scrutinised, phone calls and appointments made. The majority of under sixty-year-old patients appear to like this approach, however, the Practice does recognise that through age, lack of computer literacy, etc. exceptions can be made and requests for appointments dealt with by telephone - albeit patients are talked through how to use the system for future need. Some patients think that if they cannot get a same day appointment via the system they might if they ring the surgery and so another anticipated benefit of the system i.e., fewer incoming calls is negated - in fact some days there are more calls than in 2019.
8. Having undertaken a comparison of other practices in the general vicinity against the Mountwood results in the MORI poll, shows that Mountwood scores most favourably. This is borne out by the majority of patients who complete the family & friends survey forms - where circa 90% of patients are likely or indeed very likely, to recommend Mountwood to others.
9. In the absence of any AOB items the meeting was closed.

Next meeting Thursday 25th November at 2.30 pm.