

St Peter's PPG 18th Sept 2024



Agenda for tonight

- Practice updates

Break

- Update on Triage pilot presented at the last PPG by Dr Sajjad

Break

- Presentation on feedback

Our new premises are now officially open !



Staff recruitment

- New nurse – Charlotte Newman
- New patient care advisors – Lewis and Robyn
- New doctor – Dr Leila Itswani
- PCN health coach starting soon – Grace Milledge-Smith

We are also advertising for a Clinical Pharmacist and a GP partner

PPG chair applications

- Please email Julie.manthorpe@nhs.net or fill in a form at the desk if you are interested in being the new chair of the PPG. Our previous chair Robert Brown has retired from the role and we are looking for someone with enthusiasm to pick up the role and help us develop it



PPG COMMITTEE

A Patient Participation Group (PPG) committee typically consists of patients from the practice, working in partnership with the GP practice to improve services and patient experience.

How often do you meet? Some PPGs, particularly in larger practices or those with more active groups, may choose to meet monthly or every other month. More frequent meetings can be beneficial for ongoing projects, events, or during times of significant change (such as during a pandemic or practice expansion).

The structure can vary depending on the size and goals of the PPG, but common roles include:

1. Chairperson

• Main Responsibilities:

- Lead PPG meetings and set agendas.
- Act as the main point of contact between the PPG and the practice.
- Ensure meetings run smoothly and remain focused on agreed objectives.
- Facilitate discussions and encourage input from all members.
- Represent the PPG at practice meetings or wider community health events, when necessary.
- Follow up on actions agreed in meetings.

2. Vice-Chairperson

Main Responsibilities:

- Support the Chairperson and deputise for them in their absence.
- Help with the planning and running of meetings.
- Take over the Chairperson's duties if they are unavailable.
- Assist in ensuring the group stays on track with objectives.

3. Secretary

•Main Responsibilities:

- Take minutes at meetings and distribute them to members in a timely manner.
- Organise meeting logistics (venue, time, reminders, etc.).
- Maintain records of the PPG's activities, attendance, and correspondence.
- Assist with communication between PPG members and the practice, such as sending out meeting agendas.
- Manage any reports or documents shared within the group.

4. Treasurer (if applicable)

Main Responsibilities:

Manage the PPG's finances, particularly if the group is involved in fundraising or managing donations.

Provide financial reports and updates to the group at meetings.

Keep accurate records of all income and expenditure.

Oversee fundraising efforts and ensure proper use of funds for PPG activities or practice support.

5. Publicity/Communications Officer

•Main Responsibilities:

- Promote the work of the PPG to the wider patient population.
- Design and distribute promotional materials (posters, newsletters, website updates, social media posts).
- Work closely with the practice to publicise PPG events, meetings, and initiatives.
- Manage any communication strategies aimed at increasing patient involvement and feedback.

6. Ordinary Members

•Main Responsibilities:

- Attend PPG meetings regularly.
- Contribute to discussions and help shape PPG activities.
- Assist with specific tasks such as surveys, events, or fundraising efforts.
- Bring patient experiences and perspectives to the group.
- Help in fostering two-way communication between the practice and patients.

Additional Optional Roles (Based on PPG Needs):

•**Events Coordinator:** Organise and oversee patient education events, health awareness days, or community outreach activities.

•**Data Analyst:** Collect and analyse patient feedback or survey results to inform practice improvements.

The key requirement of all roles is collaboration with the practice to ensure the PPG's work aligns with improving patient care and fostering a good relationship between the practice and its patients.

PCN developments



East Brighton + Health Hub

ROBERT LODGE

35 - 70 Manor Place, Whitehawk, Brighton, BN2 5FG

FRIDAYS
From 6th September
BETWEEN 10AM-3PM

Each week the East & Central Brighton Primary Care Network Team will be providing a variety of healthcare professionals in one place, which will vary week to week and be open to ECBPCN patients. This will include **Occupational Therapist, Pharmacist, Nurse, Social Prescribers & Mental Health Support Workers.**

Join us for:

- Mental Health Signposting
- Resources for better self-care
- Non Medical Support/Signposting
- Blood Pressure Checks
- Benefits/Housing Advice
- Medication Queries
- Occupational Therapy Advice and much more...



Open to all East & Central Brighton PCN Patients
Staff will be there to welcome you & support you in finding the most appropriate team/advice you need.

<https://ecb.pcn.gpweb.org.uk/pcn-events>

Plans for group room at St Peter's

Aims of the groups

- Improved health literacy
- Improved health outcomes – better consultations
- Strengthening relationships with our community – building our list

Different types of groups

- Mutual aid groups – first of these will be a menopause café – hopefully starting on World Menopause Day (October 18th)
- Groups run by voluntary sector – eg mindful movement
- Patient education sessions delivered by in house clinicians and local experts – looking for suggestions of topics form PPG
- Group consultations – eg Diabetes, COPD



Collective action by GPs nationally – what does it mean?

Did you know... 

The Government gives this practice just **£107.57** a year for each patient, whatever their health needs. **That's less than the cost of a TV licence.**

This means we're only given 30p a day for every patient registered with us – less than the cost of an apple.




30p

GPs want the same things that you do.


We believe nobody should struggle to see their family doctor.

We believe general practice deserves a **bigger slice** of NHS funding so we can train and hire more GPs, deliver the services

Did you know? 

Patients should be able to call us, send an email, or walk in to make an appointment and get the care they need.

But our contract makes it too complicated



This is why you struggle to see your GP

General Practice is being broken.
We know you deserve better than this.
GPs Are On Your Side.

Clinical urgency



Contact type - clinical vs admin

Service type: blood tests, ECG, wound care, family planning, clinician appointment

Clinical Triage

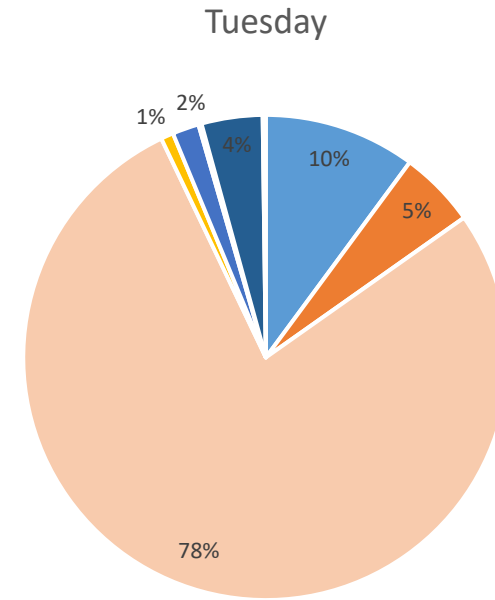
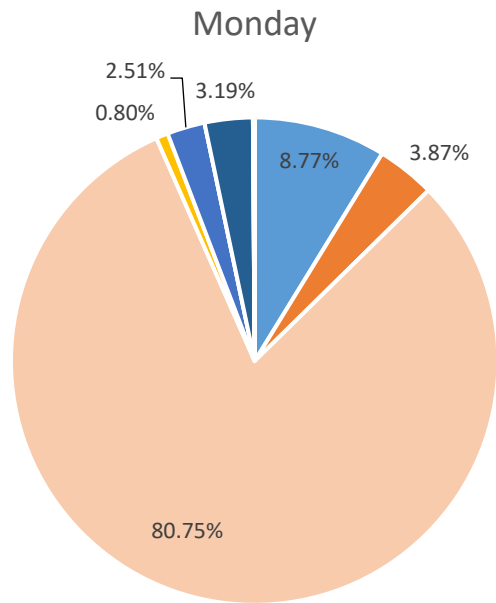
Appointment type: telephone, written, video, face to face

Clinician type: GP, nurse, mental health practitioner, physiotherapist....

Individual needs of the patient making the request

Since July 24th all calls to Practice reviewed by a GP to ensure right person at right time

- 4451 SystemConnect request received since launch
- 3243 completed in house by reception (73%)
- 1208 completed by patient (27%)
- 75% of requests converted to an appointment booked/offered

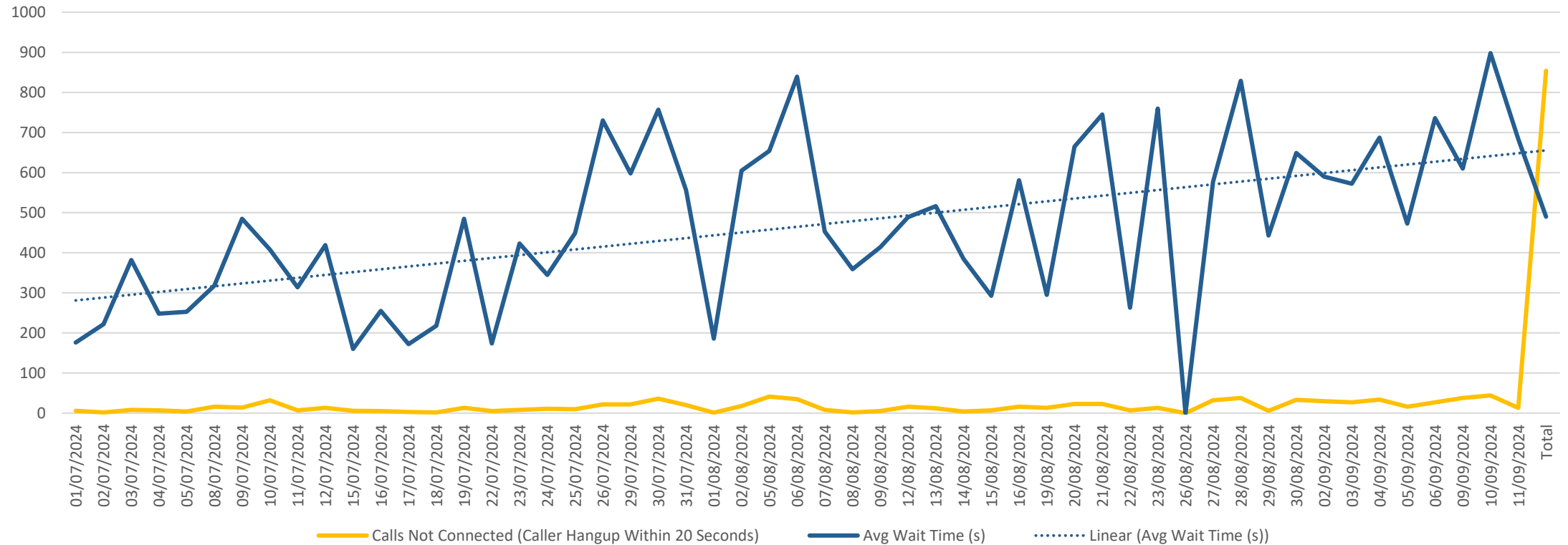


- Actioned – other
- Advice given
- Appointment booked
- Appointment offered
- eMed3 provided
- Letter provided
- Medication issued
- Patient registered
- Rejected
- Review completed
- Test result provided

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Telephone Data

1st July - 11 Sept
Average Call Wait time and Disconnected Calls



Telephone data

- Call waiting times have increased, but this is to be expected as patients are being dealt with.
- Not much change with calls dropped, however reception have been short staffed – aim to monitor as new members become trained and look for number of calls dropped to fall.

At Capacity message

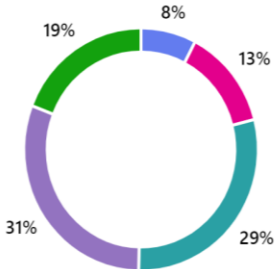
- At capacity message going on around 2pm on average which is much later than pre-triage.
- Seems to be going on earlier since schools have gone back, but this is to be expected.

Patient evaluation

1. Generally, how easy or difficult is it to get through to someone at the practice on the phone?

157 Responses

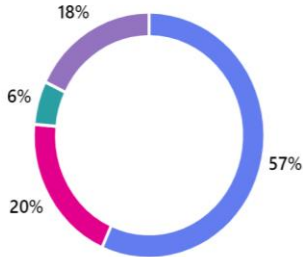
- I haven't tried 12
- Very easy 21
- Fairly easy 46
- Fairly difficult 48
- Very difficult 30



2. Were you satisfied with the appointment (or appointments) you were offered?

157 Responses

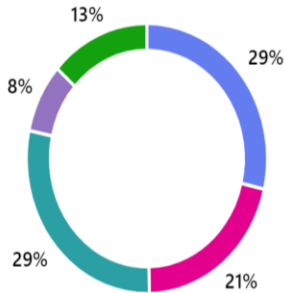
- Yes, and I accepted an appointment 89
- No, but I still took an appointment 31
- No, and I did not take an appointment 9
- I was not offered an appointment 28



3. How would you describe your experience of using our NEW appointment system?

157 Responses

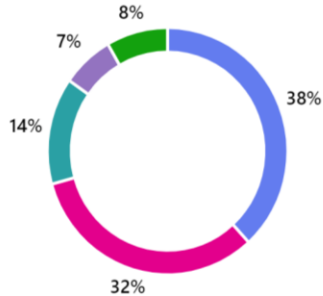
- Very good 45
- Good 33
- Neither good nor poor 45
- Fairly poor 13
- Very poor 21



4. Overall, how would you describe your experience of your GP practice?

157 Responses

- Very good 60
- Good 51
- Neither good nor poor 22
- Fairly poor 11
- Very poor 13



St Peter's Feedback



Why is feedback important ?

- It helps us know what is working (and what isn't)
- Staff morale
- Public feedback is how others judge us

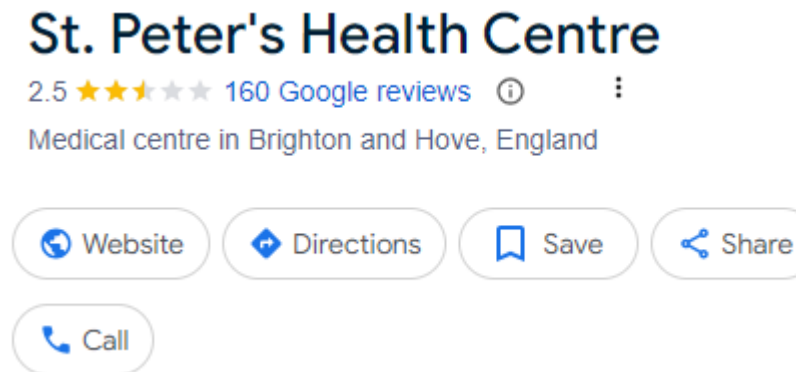


Dr. Rebecca Jarvis
Family Doctor / General Practitioner
5.0 (6 reviews) [Leave a Review](#)
Family Doctors / General Practitioners in Brighton, England

Female
Rebecca Jarvis Clinic Brighton
Unavailable
[View Map & Address](#)
Unavailable

[Claim Profile](#)

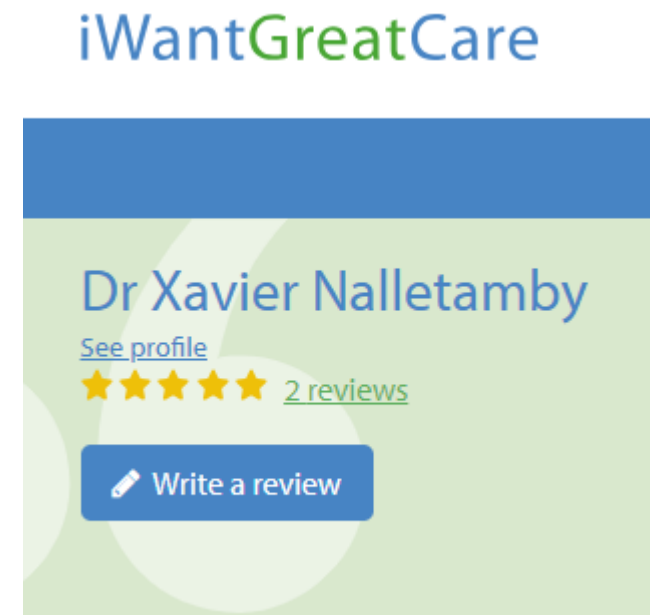
Share this Doctor:
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St. Peter's Health Centre
2.5 ★★★★★ 160 Google reviews ⓘ ⋮
Medical centre in Brighton and Hove, England

[Website](#) [Directions](#) [Save](#) [Share](#)

[Call](#)



iWantGreatCare

Dr Xavier Nalletamby
[See profile](#)
★★★★★ 2 reviews

[Write a review](#)

The **Friends and Family Test (FFT)** and the **GP Patient Survey (GPPS)** are both tools used to gather patient feedback in GP practices, but they differ in several ways:

• **Friends and Family Test (FFT):**  The Friends & Family Test

- The FFT asks patients whether they would recommend the service they received to their friends and family. It aims to provide quick feedback on patient satisfaction and help practices make immediate improvements.
- It is a continuous feedback mechanism, with practices encouraged to review and act on the data promptly.
- Patients attending an appointment are sent a text allowing them to feedback anonymously in real time

• **GP Patient Survey (GPPS):** 

- The GPPS is a more comprehensive survey that covers a wide range of topics related to patients' experiences of GP services. It includes questions about appointment access, care received from healthcare professionals, satisfaction with services, and overall experience.
- This survey is conducted annually and aims to gather detailed insights into the performance of GP services on a national level, influencing larger policy and service improvements.

The survey is sent to a random selection of registered patients – some may not have had any recent contact with the practice

GP PATIENT SURVEY



606

Surveys sent out



128

Surveys sent back



21%

Completion rate

- The GP Patient Survey covers GP practice services and asks about your last contact, your last appointment and overall experience.
- These are the latest Official Statistics for England for the GP Patient Survey, published on 11 July 2024.
- This presents the results of aggregated data collected by online and postal surveys from 2 January 2024 to 25 March 2024.
- Less than 1% of our patient list completed the survey.

Your GP practice services



32% find it easy to get through to this GP practice by phone

ICS result: 48% | National result: 50%



30% find it easy to contact this GP practice using their website

ICS result: 47% | National result: 48%



35% find it easy to contact this GP practice using the NHS App

ICS result: 45% | National result: 45%



80% find the reception and administrative team at this GP practice helpful

ICS result: 85% | National result: 83%



28% usually get to see or speak to their preferred healthcare professional when they would like to

ICS result: 41% | National result: 40%

Your last appointment



49% were offered a choice of time or day when they last tried to make a general practice appointment

ICS result: 50% | National result: 53%



9% were offered a choice of location when they last tried to make a general practice appointment

ICS result: 11% | National result: 13%



53% felt they waited about the right amount of time for their last general practice appointment

ICS result: 67% | National result: 66%



89% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

ICS result: 88% | National result: 87%



86% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment



76% say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment

ICS result: 72% | National result: 73%



94% felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment

ICS result: 92% | National result: 92%



94% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

ICS result: 93% | National result: 92%



94% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

ICS result: 91% | National result: 91%



92% felt their needs were met during their last general practice appointment

ICS result: 90% | National result: 90%

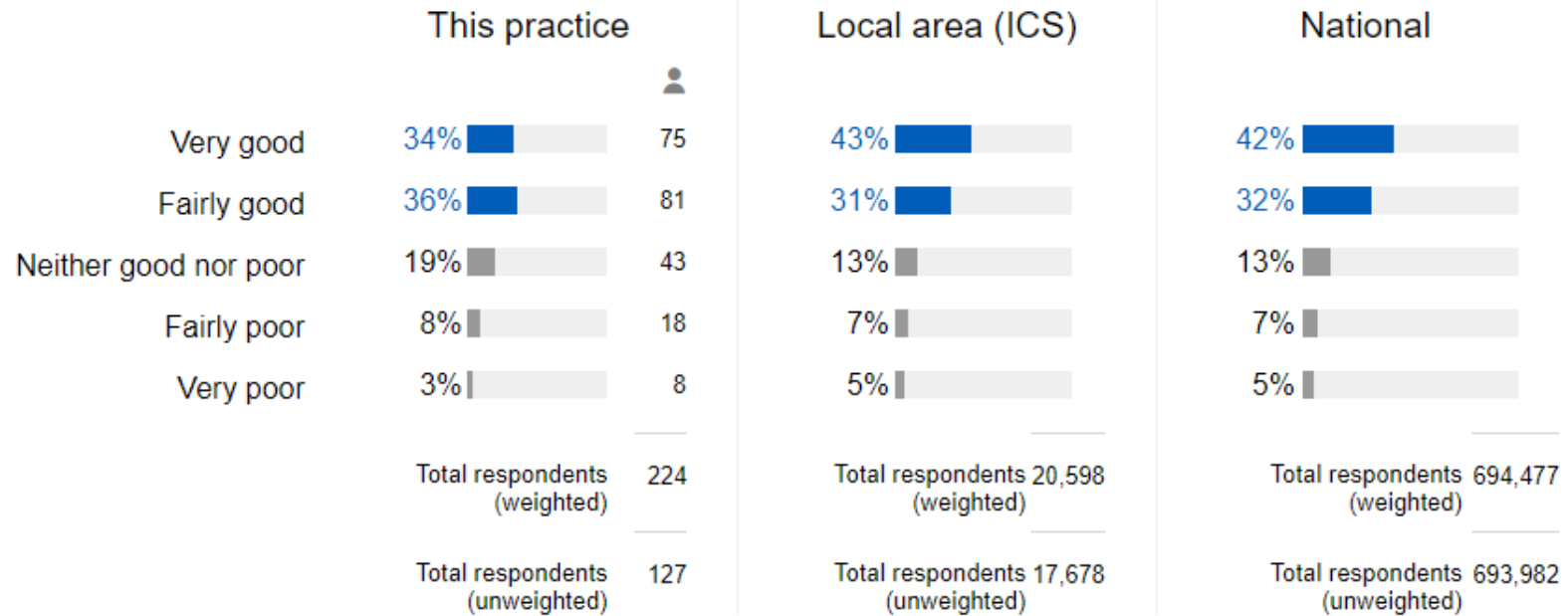
Overall experience



69% describe their overall experience of this GP practice as good

ICS result: 75% | National result: 74%

Overall, how would you describe your experience of your GP practice? Asked of all patients





Friend and Family Test

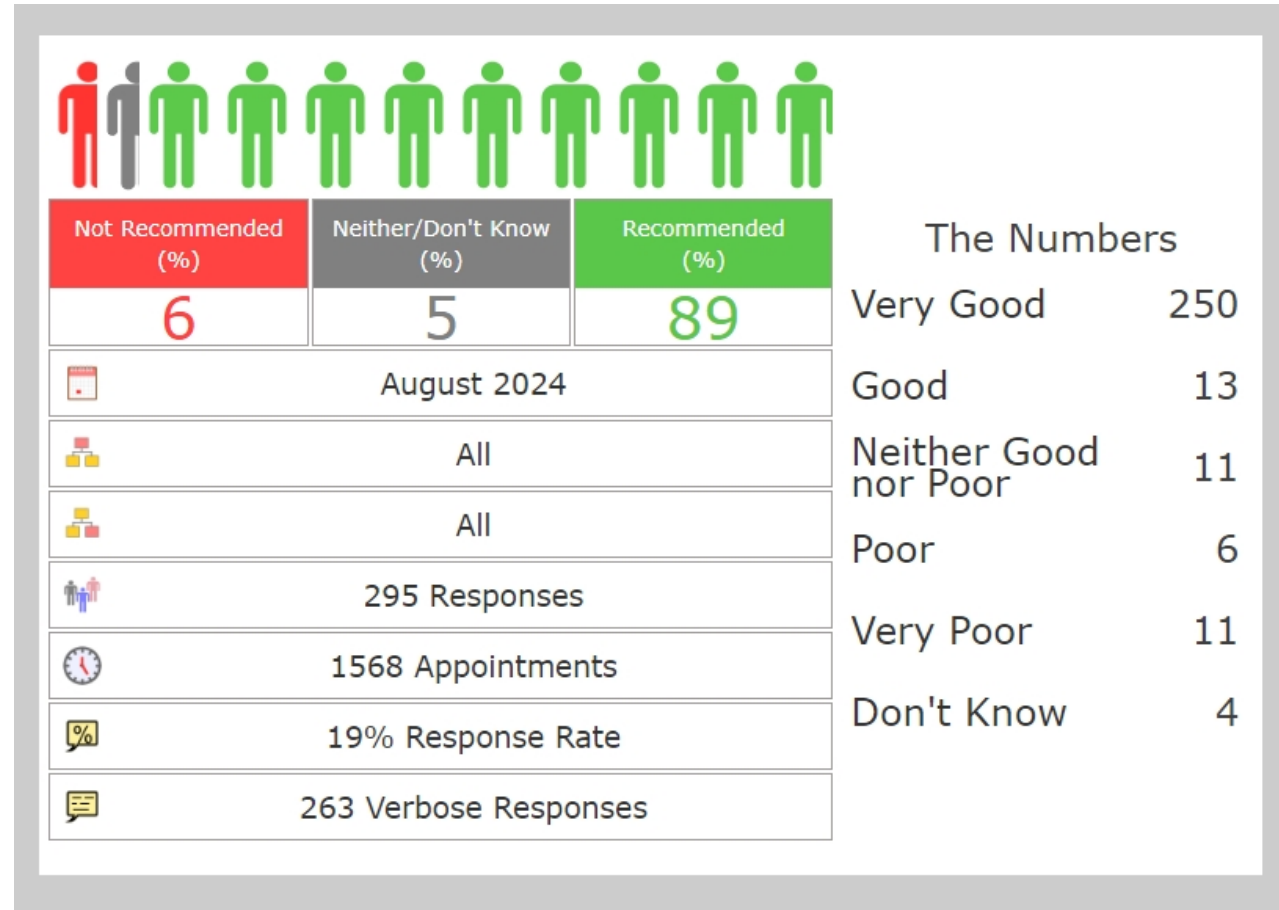
How the FFT works

After you've seen a clinician, you are invited to complete the friends and family test.

You may be asked while you're still on the premises, or you may be contacted later by SMS.

Anonymous but clinicians often named (great for morale and learning)

August 2024 results



I got to the centre on time and wait about 2 minutes then called in gave blood and was out of the centre with in 3 minutes. Excellent service. Well done.

Numbers of reasons cannot get a face to face with any doctor always a telephone call don't want to listen to you I am struggling at the moment and there is no empathy at all . I have been at practice for 40 years and I am now deciding to leave.

Your practice arranged an appointment without informing me about it first.

Not only is this

I got to the centre on time and wait about 2 minutes then called in gave

The physio Matt was extremely pleasant and helpful- testing and explaining certain aspects of carpal tunnel syndrome.

Waiting time for surgery..2 years

Easy to make an appointment in person at reception although I had to wait almost 3 weeks before seeing the doctor.

I really appreciate being able to see the same GP face-face to monitor my current medical conditions

Here are some key questions highlighted by the feedback that we would like the PPG's help with (please collect and complete a suggestions form from Debbie).

Access to Appointments

How can we make the booking process smoother ?

Communication before appointments

How can we improve consistency in care for patients requiring specific treatments, such as ear syringing or mental health support, to avoid delays and miscommunications? What information would be helpful before an appointment and how should we provide it (eg text / written info/website)

Building

How can we improve on accessibility for the new building, helping patients navigate it more easily?

Follow up

What can we do to ensure better follow-up communication for patients expecting call-backs or further updates after initial appointments?