

# Churchmere Medical Group Patient Group

## Meeting

Date: 5 December 2024

Venue: Ellesmere Community Centre

### Present:

Practice Representative: Elaine Ashley (EA), Data & Quality Assurance Manager, Olivia Barker (OB)

**Whitchurch:** Peggy Mullock (PM)

**Ellesmere:** Ruth Bridgwood (RB), Sue Francis (SF), Sheila Stringer (SS), Connie Mason (CM)

Apologies: Jenny Davies (JD), Managing Partner, Fay Barrow (FB), Bev Duffy (BD), Terrie Hewitt (TH), Janet Howarth (JH), Chris Crowther (CC), Bernise Tasker (BT)

### 1 Welcome (meeting opened at 1430 hrs)

Meeting was opened by PM. Round table introductions made and apologies accepted. Our new Ellesmere members completed and signed PPG GDPR paperwork.

### 2. Minutes of last meeting

Minutes of last meeting agreed and no matters arising.

### 3. GP Patient Survey 2024 – overview ([GP Patient Survey](#))

OB summarised the findings of the survey but we need to bear in mind that this survey was conducted prior to our change to Total Triage in September 2024. OB discussed the top performing results and the results where we could have performed better. Many of the results exceeded both the national and Shropshire ICB average which is positive. The results where we could have performed better fed into the need to improve the service and our change to Total Triage.

#### 4. Update on Flu Vaccination Programme

The practice ran two mass flu vaccination clinics in October, one in Ellesmere and one in Whitchurch. These were very successful and SS commented that they ran like a military operation!

Data up to 2 December 2024

Children 2-3 years	Total number 355	51% vaccinated	3% declined
18-64 years at risk	Total number 3000	43% vaccinated	8% declined
65 years and over	Total number 5700	78% vaccinated	9% declined

All eligible patients with mobile telephone number or email address have received at least three invitations.

Patients with a landline number only have been contacted on two occasions and patients with no contact number or email have received two invitations by letter.

The practice is currently holding drop in flu vaccination clinics between 12.45 pm and 1 pm Monday to Friday at both Ellesmere Surgery and Bridgewater Surgery for patients to be vaccinated with no appointment. Information has been shared on the practice social media pages and also in the patient newsletter.

EA commented that the uptake for 18-64 year old patients with a clinical risk is lower than in previous years and asked group members to promote our drop in clinics as much as possible.

#### 5. Update on new Health Centre in Whitchurch

EA reported that the health centre is on track to open to patients in February 2025. EA shared some photographs of the development to date.

A 'save the date' was given to members for the afternoon of Saturday 15 February when we hope to hold an open day for patients to view the health centre before it is open. It would be really helpful to have patient group members on hand to help out.

Practice logo – our logo competition was won by Lola Klass, a 13 year old from Whitchurch. EA and OB showed the members our new fleece jackets that all staff have been provided with.

The practice launched a photographic competition earlier this year and we have received a number of fantastic entries of local landmarks and areas. The plan is for the chosen photographs to be recreated as acrylic prints and these will be placed within the new health centre. It was agreed that the patient group would fund the cost of these.

Fit out costs – EA explained that all of the furniture and fittings for the health centre is not funded and the cost of this will be met by the GP partners. Obviously, the cost for the full fit out is extremely high and whilst we would love to purchase everything new, it is just not financially possible to do so. A suggestion was made by RB and SF that we approach the League of Friends in Ellesmere for funding for specific items. PM then suggested the League of Friends Whitchurch and the Rotary Club, Whitchurch. EA thanked the members for their suggestions and we will certainly contact these organisations.  
Action: EA to follow up funding opportunities with JD

## 6. Total Triage – Patient Survey

We replicated many of the questions from the GP patient survey conducted earlier in the year prior to the start of Total Triage in September 2024.

Results:

<b>Delivered SMS Surveys</b>	<b>17,630</b>
SMS Responses	2534
Paper Responses	10
Total Responses	2544
Response Rate %	<b>14.4%</b>

Of the 2534 that completed the survey, only 1123 of the online responses and the 10 paper responses had actually needed to contact the practice and experienced Total Triage. Therefore, we are left with only 1133 responses which equates to a response rate of 6.4%

### **Positive Trends Identified from the survey:**

- 47% of patients rated their experience of making an appointment 'very good' since 9<sup>th</sup> September
- 78% of patients were satisfied with the appointment they were offered.
- 71% of patients felt they waited the right amount of time for their appointment.
- 66% of patients felt the healthcare professional gave them enough time.
- 70% of patients felt the healthcare professional was very good at listening to them
- 69% of patients felt the healthcare professional was very good at treating them with care and concern
- 52% felt the reception and admin teams are very helpful.

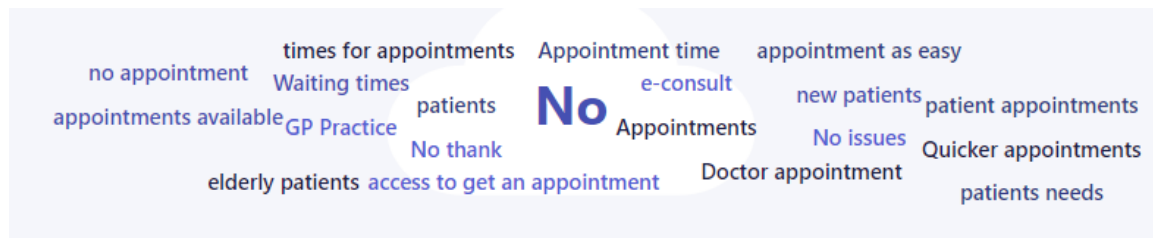
### **Negative Trends Identified from the survey:**

- 70% of patients prefer to speak to someone (contacted the practice by phone)
- 29% rated their experience at the practice as Excellent (35% very good)

One of the questions we asked was:

**We have a Patient Participation Group (PPG) who meet regularly to discuss issues and support events at the practice. What would you like the PPG to be involved in either for you or your GP Practice generally?**

Responses:



When looking at the responses from the patients who have contacted the practice since the launch of Total Triage the trends are as follows:

- Waiting times
- Ability to speak to someone.
- Privacy when talking to receptionists.
- Call waiting times.
- Duplication of information in the eConsult Form / length and amount of questions

The practice has already made some adjustments to the eConsult form and continue to review and make improvements to the system.

SS asked whether the survey response rate of 6.4% was statistically relevant and how we could improve response rates for future surveys.

EA commented that this was actually a 'good' response rate compared to other NHS surveys and in particular the response rate for the GP Survey run by NHS England was <1%.

EA mentioned that we have had patient group members present at our mass flu vaccination clinics in the past undertaking surveys for us and this is something we could consider repeating.

## 8. Ellesmere 'Help Yourself to Health' event

OB has spoken to JN, Practice Community Care Co-ordinator about holding an event in the Market Hall, Ellesmere in Spring.

PM said that we had had a good turn out of organisations at the Whitchurch event and SS asked if she could be emailed a list of the organisations who attended previously.

Action: EA to forward list to SS

## 9. PPG Privacy Notice

The privacy notice was previously circulated with the Agenda – discussed and agreed.

## 10. Any Other Business

PM had recently attended a Shropshire Council meeting where Suicide Prevention had been discussed. PM asked if the Practice staff were trained in this.

OB confirmed that all clinical and non-clinical staff had received training relevant to their role. In addition, further training has been arranged for all clinical staff in mid March.

### Date of next meeting:

To be confirmed

The meeting closed at 3.30 pm