

Agenda

Barwell & Hollycroft PPG 11th March 2019

6.30pm – 8.00pm

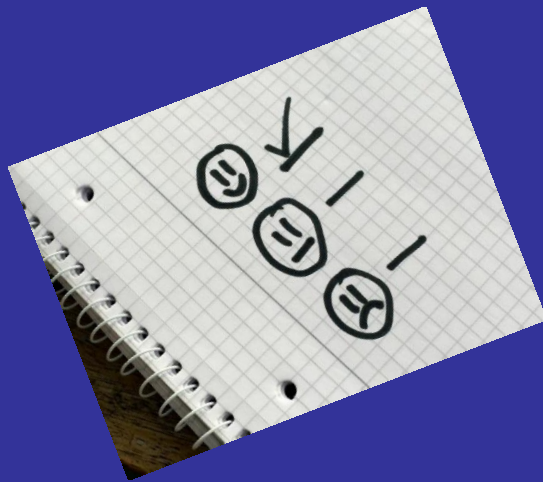
Alan Plumpton – PPG Member

- Welcome & Intro
- Secret Shopper Patient Survey results– Dr D. Jackson.
- Updates
- Opinions
- 5 year Framework Plan.
- Engagement event – Leicestershire hospital plans
- AOB
- Date of next meeting Monday July 1st Barwell

Dr D. Jackson

Secret Shopper exercise and Patient Survey

Patient Survey and “Secret Shopper” results



This is a national survey which is given out to patients randomly. It enables patients to compare results of different surgeries.

- “I’m calling to enquire about registering my elderly father, how do I go about this? He’s quite frail so what happens if he needs a home visit? Etc etc”
- “I’m calling to enquire and request online access of my record please.” This call could be made a few times if possible to see if they get the same answer
- They could ask about a prescription or anything that is relevant to them and document the response

Take note

- What happened?
- Who did they speak to?
- Was your query sorted?
- Was the staff member helpful?
- Was it an easy process or stressful?
- What was done well?
- What wasn’t done well?

Outcomes

- A big thankyou to PPG volunteers for carrying out the work
- Overall feedback was excellent from our secret shoppers that attended.
- Noted that staff did not introduce themselves at HMC like they do at BMC
- In these cases all queries were handled well and all answers remained consistent.
- Only negative was that at HMC sometimes its noted that the staff do not look up at the window and that there is a

Overview

- 10 out of 23 of our complaints this year has had something to do with our reception team (43.48%)
- On Facebook the feedback is mixed whenever the practice is brought up, however we have many recommendations when people ask where to register.
- NHS choices 3.5 and 4 stars

Results from Patient Survey



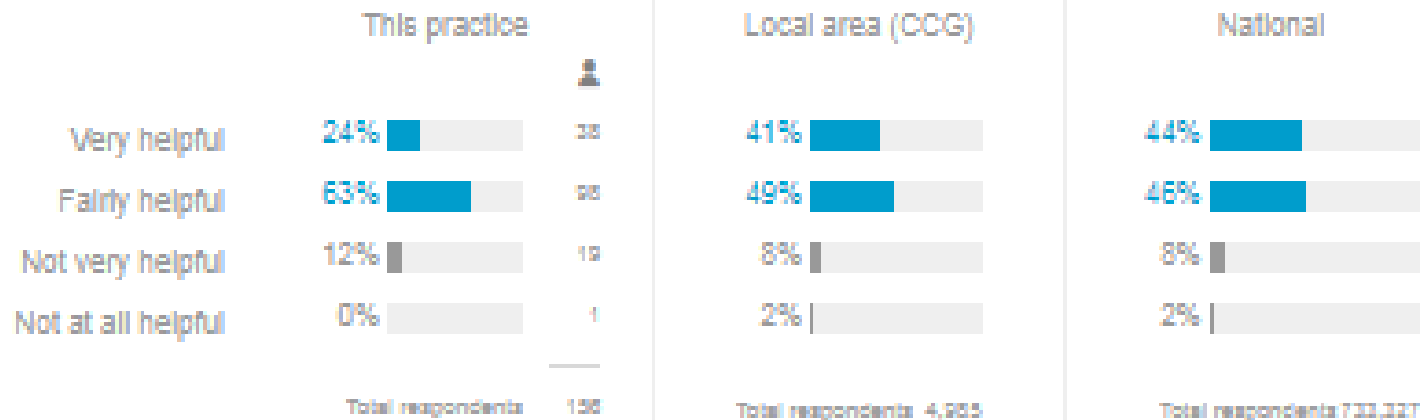
87% find the receptionists at this GP practice helpful

Hide breakdown



Local (CCG) average: 50% | National average: 50%

How helpful do you find the receptionists at your GP practice? Excluding 'Don't know'



What we would like to improve

- Staff ability to triage and prioritise – not get fixated on protocols to the detriment of a patients well being (such as altering an appointment and “bending the rules” for our most vulnerable)
- Consistency across both sites

Updates

Barwell & Hollycroft Befriending Service

- Sheltered Housing – Armchair exercise – Friday 10-30am -11-30am Meadow Road Barwell (4 sessions left)

Community Health Service Project Board

- £8 million for services in H&B
- Board is meeting now to arrange Public consultation (June to Sept avoiding holiday)

Integrated Care Hinckley & Bosworth Test Bed

- Pilot scheme is now underway with around 5 patients
- Response from patients very positive having one person (Care Coordinator) managing their Care package for Social service and NHS Care
- Orchard, Stoney Stanton, Heath Lane. Barwell and Hollycroft surgeries
- Multi-disciplinary team working – in place

Updates

Reminder

- Extended GP services – now in operation
- 3 centres – Centre Surgery, Coalville Hospital and Loughborough UCC (Urgent Care Centre).
- 6pm until 10pm 7 days a week
- Access through GP surgery or 111

Opinion



- How is the new telephone system working?
- Any comments on the WELL pharmacy?
- Do we need something to improve privacy in the waiting room?



Investment and evolution: A five-year framework for GP contract reform to implement *The NHS Long Term Plan*



- NHS 111 could book into GP appointments on a patient's behalf where that is appropriate, rather than requiring patients to do so in a separate process
 - All practices will ensure at least 25% of appointments are available for online booking by July 2019.
 - video consultations by April 2021
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- All patients will have online access to their full record, including the ability to add their own information by April 2020 subject to existing safeguards for vulnerable groups and third party confidentiality and system functionality.
 - All patients will have the right to digital-first primary care, including web and video consultations by April 2021

Engagement event for Better Care Together – Sketchley Grange

- In 2000 three Trusts now one –UHL (University Hospitals of Leicester)
- Glenfield will take all heart treatments (Vascular moves from LRI)
- Renal (Kidney) moves from General to Glenfield. Multi-story carpark at Glenfield.
- All Maternity will be at LRI – Extra multi-storey carpark
- General hospital will no longer be an acute site – Imaging services plus Elective surgery (pre planned)





Any Other Business



Barwell & Hollycroft Medical Centres

Barwell Medical Centre
Tel: 01455 849149

Hollycroft Medical Centre
Tel: 01455 234414

Next Meeting

Next meeting – Monday July 1st 6.30 – 8pm
Barwell Surgery



Have a safe
journey
home

