

Minutes

Hill Surgery Action Group (HSAG)

Date: 28th August 2024 16:00

The meeting was in person

Minutes: Nick Andrews

In Attendance

Nick Andrews, Chair (NA), Maxine Green, Vice Chair (MG), Paul Rodger (PR), and Karen Purser (KP)

Minutes of last meeting on 25th July 2024

Approved: MG

Seconded: NA

Actions: None

Review the future of HSAG

In light of the recent, very sad and frustrating re-formatting of the practice PPG into a patient participation forum with monthly newsletter, we discussed how the HSAG should proceed and even if there remained a need for it.

One of the criticisms of Nextdoor that we have heard is that it appeals more to the older generation, which was confirmed at our very first meeting in February, where most attendees were close to retirement age or older. At our last committee meeting PR and NA agreed to look into what additional social media platforms it might be useful to promote HSAG on. Other recent distractions had prevented that from happening, but they agreed to meet next week after PR had spoken to an expert about the best formats to use.

Only after we have tried our best to increase our audience to include a more inclusive mix of patient types and ages, and persuaded a significant percentage of those to register with the website, can we be in a position to survey those new members and find out independently how well the practice is really doing.

It is a long-term plan which may well take several months to complete, but the results will enable HSAG to review its future in an unbiased way. Do we continue to be critical of the services provided by the practice or do we instead try to work with it as an independent voice of the patient; that is the big question.

How does HSAG now bring concerns to the attention of the practice?

MG suggested that we write to the practice manager and propose a 'new era', in which we open a channel of communication that is acceptable to both parties, so that HSAG can make sensible suggestions on behalf of its members now that our previous, short lived, line of communication via the PPG no longer exists.

Outstanding ongoing concerns

Following the demise of the PPG, as the HSAG committee were also former officers and members of the PPG, we can list outstanding items that we had requested action on. Some of our HSAG requests via the PPG have actually already been actioned by the practice, such as a more welcoming and up to date automated response to calls to the main number, improved call handling, and improved reporting of service statistics via the website. None of these were ever acknowledged by the practice as being proposed

by HSAG or the PPG, however, but we are pleased to see that our suggestions have been implemented. The outstanding action items list below remain unresolved:

1. Samples handling within the practice. During the 15th July meeting Dr. Dann confirmed that most samples are collected by courier between 13:00 and 14:00 hrs. He agreed to provide 2 process maps; (a) those applicable to most routine samples i.e. blood etc., which are collected for delivery to local laboratories and (b) those for urine samples, which may be tested in the surgery or may go on to a laboratory for testing, or both. In the absence of any PPG I have written to the practice and asked if the process maps could be made available to me (as a former officer of the PPG) or alternatively be posted in the next practice monthly newsletter.
2. Many of our HSAG patient members continue to have problems accessing their full GP Health Record via the NHS APP. The NHS App takes patients to their GP health record via the 'Your Health' icon, where they can see a summary of information such as NHS number, allergies and current and past prescribed medicines. From November 2023 most patients will automatically be given access to more information, such as letters, test results and appointment notes. If a patient cannot see this additional information, the guidance states that they should contact their surgery to request it. How do they do this; phone via the reception call centre, write a letter, or visit their surgery and speak to the receptionist? A phone call should be easiest, but we have no confirmation if a patient can request this through the call centre. I have written to the practice manager asked for clarification on this issue.
3. Accessing the NHS App to view your GP health record or use Engage Consult to make an appointment online is still not explained very well on the surgery website, despite assurances that it would be. We will continue to press for a better, more easily understood explanation on the website and in the newsletter.
4. At the PPG meeting in April 2024, Dr. Radia stated that he would be delivering an overview of the patient/practice /pharmacy process for delivering medication to its point of need. This did not happen while the PPG was still allowed to function, and has not been provided in any form to date, either on the website or in the newsletter.

Response to the critique of the surgery website complaints process pages

NA wrote to Dr. Dann, in response to his request at the last PPG meeting to provide the critique in writing, so that it could be reviewed by the management team at their next meeting. NA received a reply from the practice manager stating that she had read the letter (not Dr. Dann or the management team) and providing reasons why there was nothing wrong with the complaints process.

NA has since written again, to both Dr. Dann and the practice manager, requesting confirmation that his critique of the website complaints process pages had been reviewed by the management team. Their responses will be discussed at the next HSAG committee meeting.

This is an NHS survey questionnaire sent randomly to some patients. The current results for the practice 80% find it good/very good, 13% find it poor/very poor. Dr Radia stated that the practice is working hard to improve these figures further.

It was pointed out that Dr Dann had volunteered to add videos on the use of Engage Consult to the website, but has been too busy. At Dr Radias' request, Julie Holloway will circulate the NHS training videos to all non-practice meeting participants.

New clinician videos

Dr. Radia announced that there are new explanatory videos on the role of each clinician type soon to be launched. These will be shared with the PPG committee for review and will go live on 7th May. To date no such videos have been launched on the website. NA to request the reasons for this delay.

Complaints to the practice

NA has received a response from the practice manager in the form of a letter. Extracts from that response will be made available on the HSAG website, shortly.

DATE OF NEXT PPG MEETING: TBC. Meeting closed at 17.30
