



**SHP PPG Committee Meeting
Thursday 16 March 2023
6:30pm – 7.45pm
Monkspath Medical Centre**

Minutes of the meeting

PRESENT:

Sandra Matthews (SM) – Chair; LR - VC; SK; GM; GA; JW; GC; HA; AS; MM; Anne Devrell (AD) – Secretary

APOLOGIES:

PC: LW; DA

In attendance:

Steve New (SHP CEO)

1. Welcome and Approval of minutes 9.2.23

- 1.1 SM welcomed everyone to the meeting particularly GA for whom it was her first committee meeting and Steve New who was attending to present telephone call demand and waiting times data as requested by the committee. This is a quarterly agenda item.
- 1.2 There were no amendments to the minutes of 9 February 2023 and the document presented was accepted unanimously as a true record of the meeting.

2. Quarterly update – Steve New

- 2.1 SN thanked the committee for the opportunity to bring the most recent data update to them. He made a brief presentation that provided some historical perspective for new members on the merger and development of SHP. He also gave an update on SHP workforce:

- 160 staff
- 17 GP partners (soon to be 16, due to retirement)
- 56 000 registered patients
- Care navigator workforce = 53 (equivalent to 36.72 fte)

A very successful recruitment process has resulted in a number of new salaried GPs.

- 2.2 He passed on the staff's appreciation of the support of PPG members in the recent telephone flow pilot and he shared the patient feedback and the actions carried out by SHP in response. This had provided an improved service and experience for patients and staff. He also reassured the committee that SHP would continue to review and respond to patient input.
- 2.3 He was keen for the committee to supply some PPG messaging to include in the 'comfort' messages whilst patients were waiting on the telephone.

ACTION: AD to follow up with committee, patients and CH.



2.4 The update then moved on to the national GPAD data for January (attached) to illustrate the situation with access and appointments that NHSE are now monitoring and using across all primary care settings. It was reassuring to see that, though demand still outstrips capacity, SHP were improving these aspects of patient experience but were also in all examples, exceeding the national and regional averages. This is summarised in the attached summary (dated 16.3.23) with the data within the summary being that for January 2023 (the most recent supplied by NHSE).

Key figures:

- 61.5% appointments with a GP (13.8% above national; 7.8% above regional)
- 78% appointments face to face (8% above national and regional)
- 51.7% same day appointments (6.4% above national)
- 89% appointments within two weeks of booking (3.6% above national)

2.5 The telephone answering performance is shown in the table within the summary.

2.5.1 **SK** added that, although the performance is improving, which is positive, not every patient has the same experience (which was evident on the slides of waiting times where the longest wait over the past three months was recorded at 25 mins.). She asked whether SHP data indicates the differences at different times of the day. **SN** said that they do look at even half hourly demands to define peak times. There can be up to, and even exceeding, 130 callers within the first minute at 8am ... especially on a Monday.

2.5.2 **GM** enquired about the option to 'book ahead' eg 'a couple of days'

2.5.3 **SN** also alerted the committee to an important element of the new GP contract. NHSE are stating that patients can no longer be asked to call back to make appointment. Instead they must be signposted to or an appointment made with 'the most appropriate healthcare staff'. eg local pharmacy – currently, direct appointments can be made to Monkspath, Dickens Heath and Asterwell's pharmacies.

2.5.4 The presentation also included SHP actions arising from the recent Telephone Flow Pilot based on PPG feedback. (attached) It was clear that all areas had been acted upon at this point. SHP were very grateful for the feedback and reassured committee that they will continue to monitor the situation and act upon any further patient feedback.

2.5.5 Additionally, **SN** asked for committee to provide him with PPG messaging that can be added to the telephone waiting system.

ACTION: Committee to send ideas for messages to AD to forward to SHP.

2.5.6 In response to a query raised by **GM**, **SN** agreed to clarify the pathways for scan referrals when requested by a GP and when requested by a hospital in this Trust.



3. PPG ToR review (agreed version attached) This was reviewed point by point to reflect the current position of the PPG and its new committee. Amendments were made and actioned by AD. Once approved by the committee, a hard copy would be signed by the PPG Chair and a representative of SHP Board.

ACTION: AD to update the PPG ToR in line with agreed changes by the committee.

4. PPG Draft Plan 2023 (attached)

AD presented this to the group and explained her rationale for its layout. In order to better monitor the impact of the PPG and its activities, she based the actions on the meetings calendar and interim meeting opportunities to track the developments and improvements in what we do and influence. The priorities were taken directly from the ‘table talks’ groups at the AGM on 19 January 2023. These had come directly from patients as well as members.

The committee were happy with this format and its focus. The plan and its progression will be a standing item on all agendas.

5. SHP Board update; notes between AD and CH

These are attached and were previously circulated.

6. Workgroups – deferred to next committee meeting due to time constraints

Next committee meeting: Thursday 13th April 2023 from 6.30pm to 7.45pm at Monkspath

ACTION LOG

ITEM	ACTION	RESPONSIBILITY	OUTCOME
2.3	Seek ‘comfort messages’ from PPG and committee for patients when in telephone queue	Committee	13.4.23
2.5.5	Ideas for telephone messages	Committee and wider PPG when appropriate	Ongoing
3.	Update ToR in line with meeting	AD	Approved by email 27 March 2023

SIGNED: ...*Sandra Matthews*..... (Chair)

DATE:April 2023.....

