



FARNHAM PARK PATIENT PARTICIPATION GROUP

PPG Meeting Friday 3rd December 2021

<p>Attendees: Roy Magee, Liz Smith, Linda Shurlock, Steve Clark, Bill Dick, Theresa Date, Roger Blishen, Jim Reed, Eva Dann, Dr Parijat Roy (PR), Dr Victoria Collins (VC), Anne Green.</p>	
<p>AGENDA</p> <ul style="list-style-type: none"> • Welcome to the Group • Dr Parijat Roy and Dr Victoria Collins Changes to the Appointment System • Open Forum for Patient Feedback 	
<p>Dr Parijat Roy</p> <p>Demand and capacity have increased across the UK. Farnham Park Health Group have been looking at ways to deal with this as best we can; to keep phone lines open as well as AskmyGP (AMGP). Original concept of AMGP had been to have open access for those who could use online system and free up phones lines for those couldn't, so the reception team could process requests on their behalf. Sickness, staff having to self-isolate and capacity which has outstripped demand, has made this challenging</p> <p>Two full time advanced paramedic practitioner joining the practice in December, which will increase capacity. Two GPs on maternity leave, being covered by locum doctors. Team has worked hard to solve the telephone issue which hasn't been easy and currently on an old COIN system. Efforts to upgrade blocked by NHS Digital but phone providers have worked closely with us and found a work around. New cloud-based phone system now installed. More lines coming into the practice and we will have access to call wait times.</p> <p>Having increased capacity our aim is to get back to an on the day service. Currently have a list of 200 to more than 300 requests coming in each day which have to be triaged by a clinician which taking them out from what they should be doing - seeing patients.</p> <p>Our aim is to try and get back to an on the day system by 24th December. To do this we need to clear the backlog of patients currently waiting and deal with urgent only problems that arise up until 24th December.</p> <p>If patient's problem can wait until 24th December, we will ask that the request is submitted then, when we commence our on the day service for all issues, routine as well as urgent.</p> <p>Up until that point, if the issue is urgent or of grave concern to our patients, we will deal with those requests, before the new system is launched.</p> <p>Have thought long and hard of other ways to deal with current demand but no extra locum cover available. We want to move to the on the day system as soon as possible to create a better service for our patients and for our staff.</p> <p>Before embarking on changing the way we work we wanted to discuss with our patient participation group and listen to your thoughts and feedback</p> <p>Dr Victoria Collins</p> <p>We are struggling to meet demand and need to look at patients' safety.</p>	



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There is no funding in primary care for extra capacity. Difficult to recruit new GPs but we have taken the decision to employ 2 x advanced paramedic practitioners as well as more reception and admin staff, but we need to train these staff. We are here for our patients and want to give the best care we can.

Patient Feedback

Roy Magee

A colleague waited an hour to get through to the surgery

Phone queue goes down slowly and not everyone can wait that long on the phone

AskmyGP not always available.

PR – That is what we are putting our hands up to and that is why we are trying to get back to an on the day system which works for patients. We recognise this is the problem and want to rectify it as soon as possible. Currently have 4-5 staff answering the phone

Liz Smith

Rubbish being spread on the internet in Farnham Rants and other online groups. A strongly worded statement from the practice is needed that this is not acceptable. Need to impress on patients that this is not in the best interest and redress the issue that the practice is a bad place.

PR. We want to minimize disruption as much as possible and will do a newsletter to patients on Monday via a text, the website and copies in reception.

Bill Dick pointed out there is a population that won't have access to the internet and an online newsletter

Linda Shurlock

Fully supports the communication. Understands that we are asking patients to wait to contact us unless it's really urgent. Suggests the practice gives ideas/indicators / specifics of what is serious and includes self-help on website which patients could link to.

Some stand is needed against 'The Ranters'

PR – We don't want to be too prescriptive at the moment. Don't want to put off someone who is really worried about their health. Message needs to be if you are worried about something do not hesitate to contact us.

Steve Clark

What happens when we get to January; we're going to go out and say we are going to make things better, what if that isn't achieved? For those patients don't have internet access need to make it clear staff will enter from the telephone, on to the IT system.

AskmyGP cuts off at 3pm but access to it is needed by patients outside of these hours.

VC E-consult has red flags and self-help and will sign post patients, especially if immediate treatment is needed. AskmyGP doesn't flag in the same way, if a very sick child, or patient with chest contacts us, which poses a clinical safety concern. Current usage is 65% online access to 35% telephone calls,

PR Prior to merge, River Wey Medical Practice got to 60-70% online access and consistent positive feedback from patients using on the day system. Current negative feedback is telling us the way patients are feeling and we must listen and make a change.

Bill Dick

Cautioned making a big promise that it will get better in January and what if we don't deliver on this. Discussed national increase of registered patient per GP.



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When we start this, will the practice have full capacity of clinicians? Are there any other online systems available used by other practices in the County? Don't build up expectations if we can't deliver the new proposed system.

PR Will have full capacity on 24th December, as long as no illness. E-consult is funded by the CCG in this locality but doesn't always mean it's the best one. Our patients found it cumbersome, and we had poor feedback Guildford area is funded for Footfall which is similar to AMGP. Farnham Park funding AMGP ourselves as we felt it was the best and most efficient one on the market. However, not currently using it as it should be - an on the day service.

Roy Magee Conversations get closed down on AMGP. Patients would like to be able to continue these with their GP.

PR will bring this up a clinical meeting

Bill Dick – Very impressed by the two-reception staff at flu clinic with no break, and patients asking many questions. Could we look at merging the two reception areas and teams? A physical division between the two reception areas, sooner practice is under the same roof it will be better.

Councillor Roger Blishen

Local Councillor, who has also had feedback/his ear bashed about GP surgeries. Offered to speak with Farnham Herald in regard to patient communication. 4% of Farnham population aren't on the internet. There is a need to gently explain that we are fighting. Could we ask recently retired GPs to come back to practice as we embed the changes in? Currently having issues with AMGP. AG will ask IT Team to make contact next week. Email address needed for patient cancellation of appointments. Advised caution and don't promise the earth until we know we can deliver. Remember - those who can do, do and those who can't complain...

PR – Currently use the CCG media for communications. **VC** Two Farnham Practices have currently closed their lists, leaving Farnham Park and Downing Street only practices accepting new patients.

Theresa Date

Prefers AskmyGP to E-consult. Flu clinics are good fun and an opportunity to get patients as well as staff involved and feel part of the team. Asked about check in screen - back on again after talks with infection prevention control lead for the area. Previously worked as a practice manager, understands the demands practices are under and wouldn't want to do it again

Jim Reed

Sympathies with current situation and practice has his utmost support in what we are doing. Opportunity to improve customer experience. Likes AskmyGP as a system. Can the new system be introduced immediately? If volume of 200- 300 request per day, how will they all be dealt with on the day? Agrees with other members- don't set an expectation, don't over promise and then not deliver.

VC – Can be up to 300 requests per day .GP is triaging all, taking them out from seeing patients. Some are admin, prescription, family planning requests etc. Getting duplication from patients who haven't heard back after an AMGP request. New system, a GP will take requests and deal with them on the day. Unable to start straightaway as have staff isolating, poorly and consequently have ended up with a backlog, exceeding capacity.



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Eva Dann

Feels privileged to be part of the practice and group. Has used AMGP worked well. Agrees with comments about updating requests and having open communication with GP. Understands the reason behind not leaving the system on and the issue of acute problem being submitted and not seen by a GP. Practice posting on Farnham Rants has the ability to backfire. Communication is key. Must be well formulated and don't sugar coat it. Explain merging, funding, retirements, constraints and limitations, what we can and can't do and how to move forward. Use of practice website for when to use AMGP, when to phone, when to call 111, go to a pharmacy, how to get a repeat prescription, email address, etc. could be added to the letter. Mindful that people won't read a long letter.

Consensus from the Patient Participation Group - If any of us can help, we will.

Dr Parijat Roy thanked everyone for attending, the feedback and supportive comments. AskmyGP will reopen to all requests on 24th December.

We will get the communication out to patients ASAP. Monday at the latest