

Woolstone Medical Centre

Patient Participation Group Meeting - Minutes

27 March 2024 13:00 – 14:00

Agenda

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- 1) Welcoming and Introduction
- 2) Staff Changes
- 3) New Telephone System
- 4) Recent Patient survey
- 5) Friends and Family results
- 6) Patient registrations
- 7) Patient Access and Online Triage (e-consult)

Attendees

Woolstone Medical Centre staff

- Stuart Hall – Practice Manager

Woolstone Medical Centre patients

- Peter – Teams
- Nigel – Face 2 Face
- Sarah – Face 2 Face
- Helena – Teams

Stuart opened meeting thanking those in attendance.

Staff Changes

We have had a few changes since previous meeting. 1 new GP joining the practice. Dr David Zhu working 5 sessions per week (Monday PM, Tuesday all day & Wednesday all day). 1 new administration clerk and 1 new care coordinator.

New Telephone System

From March 2024, we have migrated to a new cloud based telephone service.

This will enable us to provide a better service to our patients in the following areas:

Improved quality of calls and no more dropped calls.

Improved queuing system for patients calling into the surgery. You will be informed of your position in the queue.

Option to have a call-back when you are in the queue. You will not lose your place in the queue but you will need to make sure that we have your current contact details.

Automatic switch over in the mornings at 8:00am. Please note that the telephone system will automatically switch from night mode to day mode at 8:00am each morning. Any calls that come through before the switch over will not be routed through to reception and will mean that patients will have to redial the practice.

We do hope that this new service will make communicating with us easier for you, our patients.

Recent Patient Survey

Results discussed within the group. Overall the results were very good with the majority of patients responding saying very positive things about the practice and practice staff.

Survey will be repeated at ongoing intervals targeting new patient cohorts to those that were targeted previously.

Friends and Family Results

After every appointment a patient is sent a SMS message asking them how their appointment was and are asked to rate the service on a scale from Very Good, Good, Neither, Poor or Very Poor.

We are really happy to report that our Friends and Family results continue to be very good with an average rating of good/very good standing at 96%. These results are from November 2022 to March 2024.

Patients also get the opportunity to give a reason for their rating and it is heartening to see that all members of staff within the practice are receiving very positive comments. These results are shared with all members of the practice and discussed at Practice Meetings to see where any improvements are needed.

Once we have found an efficient way to do so, we will also be uploading the graph and statistics to our website for all patients to view.

Patient Registrations

Over the last year the number of patients registering with the practice has increased by a thousand patients. We have put measure in place to increase the number of GP appointments available with a net gain of 5 sessions per week (introduction of Dr Zhu to the practice). We will be closely monitoring the impact of the increased patient numbers on our service to patients and if it becomes necessary we will increase the number of GP sessions available. Graph to show increase in number of registered patients attached below.

During this discussion it was also pointed out that we have been making concerted efforts to increase the number of email addresses recorded for patients. This allows us to make contact with patients without the need for postal mail or SMS while also allowing us to give more detailed information to patients.

Examples of email campaigns that are currently underway include:

- Primary Immunisation reminders for children
- Cytology reminders for women
- Bowel cancer advice for eligible adults
- Flu invitations for those patients without a mobile phone
- High risk drug monitoring
- Blood pressure monitoring

Patient Access and Online Triage

Question was asked about how we release appointments to the Patient Access service. This is done on a continual basis by releasing approximately a third of appointments (face to face and telephone)

to the online portal at approximately 7:30pm every evening. These appointments are then available on a first come basis for patients to book.

As many practices before us have already done so, we may have to implement an Online Triage system for appointments in the coming months. This is a NHS directive and we have no choice in whether we implement or not. We are currently investigating on how we can implement such a system without making it harder for our patients to access our services. Online triage systems can have a beneficial effect to those practices that struggle to meet demand, but at the expense of ease of access to the practice for certain groups of patients that do not have an online presence. Before we implement any system we will undertake to mitigate any problems that may arise.

Next meeting

Plan is to hold next PPG meeting around middle to end of June 2024. Information will be sent out in due course.

Meeting drawn to a close and everyone thanked for their attendance and participation.



Aplos Health
primary care network

Patient Access Survey

Woolstone Medical Centre

Data collected on 19th February 2024

Introduction

As part of the capacity and access improvement plans, all PCNs required to assess patient experience at contact with their General Practice.

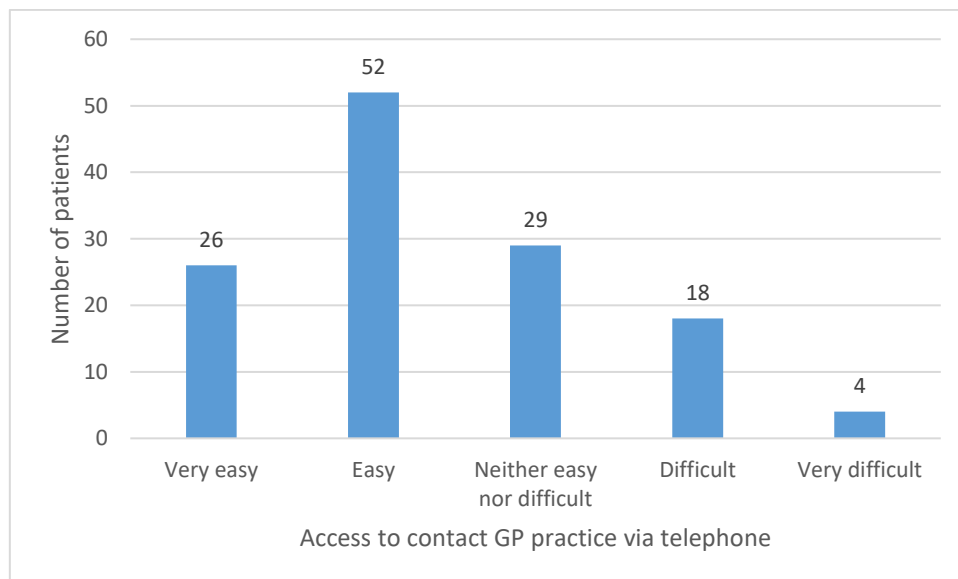
Local patient surveys were designed by the ICB and distributed to all PCNs to collect data. Survey data has been collected from a random selection of active registered patients, aged 16 years or over with access to SMS.

The initial target was to send the survey to approximately 10% of each practice list size. Therefore the survey was sent to 618. As response rates were quite low, a further 600 patients were invited to participate patients during January 2024.

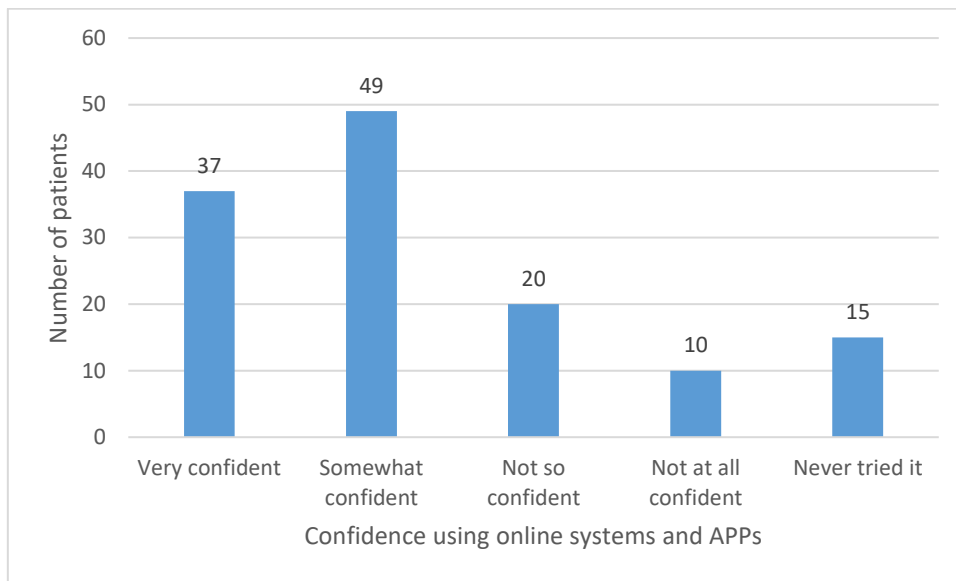
Below data provides a response rate of 132 patients.

The PCN is currently pending feedback to confirm who the data collected at end of year / 31st March will be presented. We do expect that patient access related impact and investment targets and funds to roll over to 2024/25 focus areas. If so, we will be expected to collect survey data such as below on a regular basis, to define and act on service improvement areas.

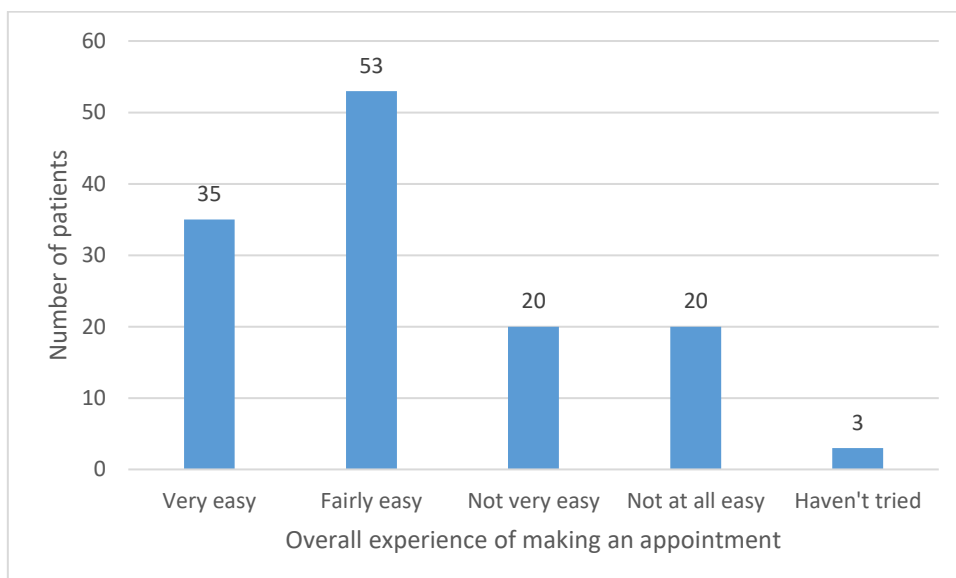
1) Generally, how easy is it to get through to someone at your GP practice on the phone?



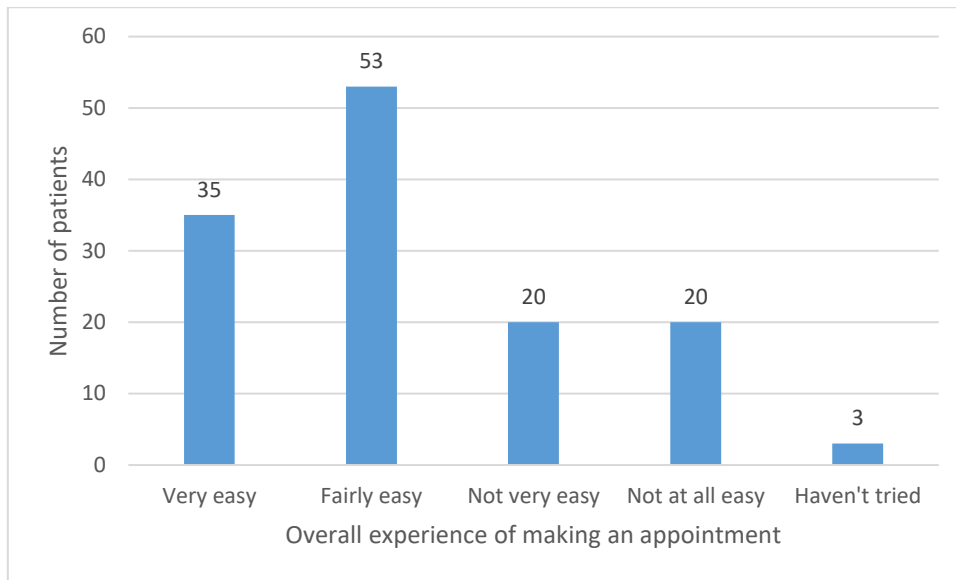
2) How confident are you in using online systems and APPs (i.e. NHS APP)?



3) How easy is it to use your GP Practice website?



4) Overall how would you describe your experience of making an appointment?



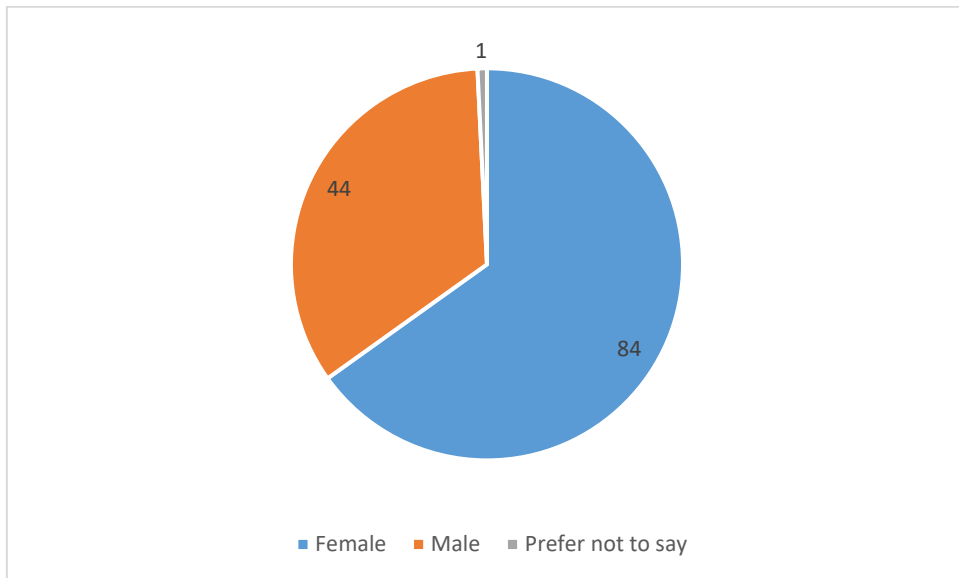
5) Overall, how would you describe your experience of your GP practice?



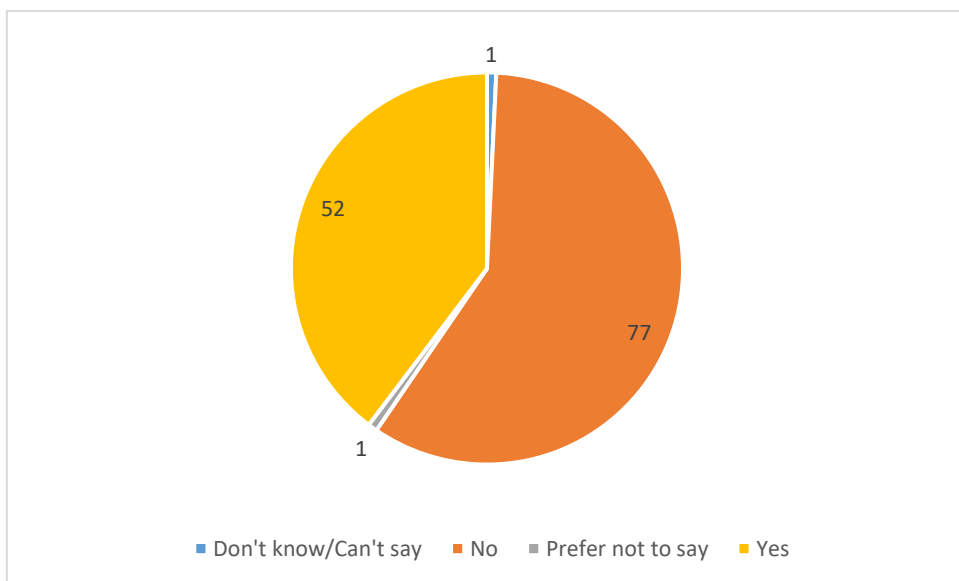
Demographic Data

All demographic data collected was marked optional in the survey

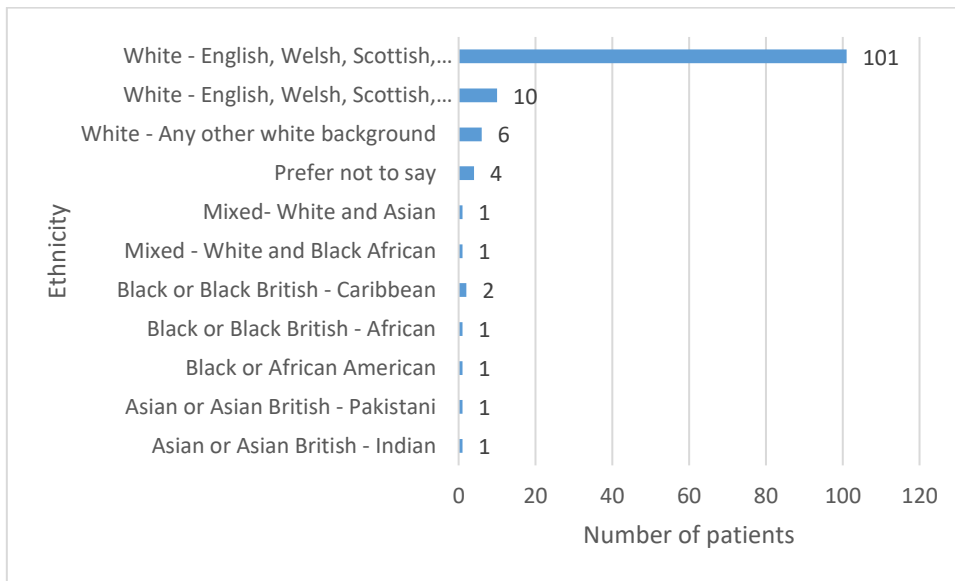
Patient Gender



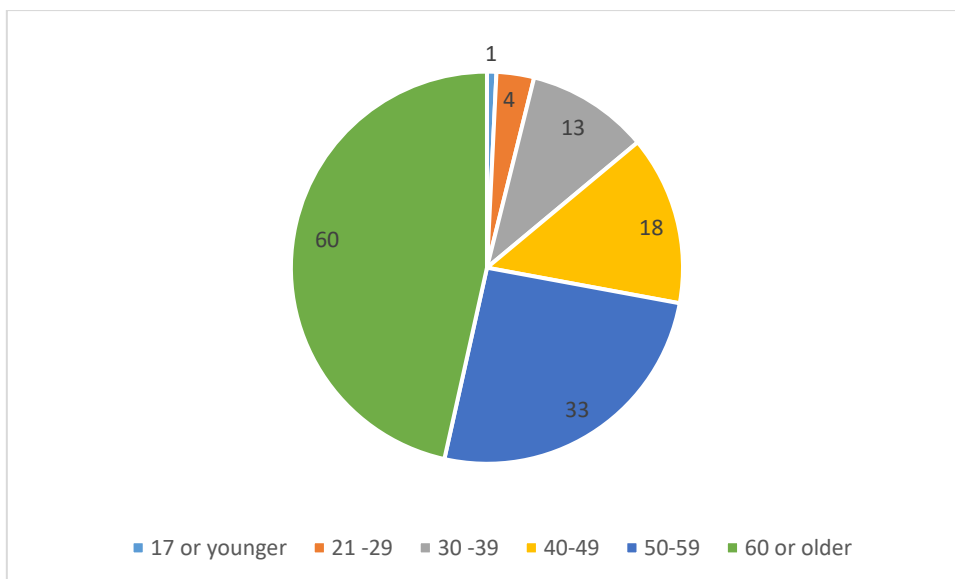
Disability - Do you have any long-term physical or mental health conditions, disabilities or illnesses?



Ethnicity



Age Group



Below are the comments collected from patients completing the survey. This section was optional to complete. Results are arranged by question 5 – Overall experience of your GP.

Overall, how would you describe your experience of your GP practice?	Comment
Very good	A great service! Everyone, from receptionist to GP are so helpful and friendly and very professional
Very good	All the doctors at the surgery are very helpful. Nurses are excellent. Despite the stereotype, the receptionists are always polite and helpful too! From talking to friends, I am very lucky to be registered here!
Very good	All the staff are friendly and helpful
Very good	Always feel listened to and acknowledged. The staff at the surgery are always helpful and try to accommodate us where they can.
Very good	Always helpful but long wait for appointments
Very good	Always personal attentive and respectful
Very good	Always very helpful, going out of their way to assist with health related problems
Very good	Appointments are very easy to get in advance but difficult to get on the day. Even logging into the online booking system on the dot of 8.00 sometimes cannot get an the day appointment. Telephone occasionally easy but usually a large queue at 8.00. I would not mind not getting on the day if I could book for the next day but this is not possible. Once we have an appointment, services are great.
Very good	As long as you call in the morning it is usually ok to make an appointment. The staff on reception, drs and nurses are all excellent.
Very good	Best practice I've ever known
Very good	Difficult getting appointments with a familiar doctor when you work full time
Very good	Doctors are all really helpful
Very good	Doctors that I have seen have always been excellent, reception staff helpful.
Very good	Dr Babu and all the other GPs at the practice are always courteous and informative and take as much time as they can with me
Very good	Dr zhu was excellent.
Very good	Excellent service from Dr Patel. Reception staff very friendly and helpful. Overall very happy. It makes such a difference, thank you.
Very good	Extremely satisfied with every aspect of the practice.
Very good	Generally excellent. Appointments can be made for acceptable time scale. Staff helpful and friendly. Doctors (with one exception in my experience) excellent.
Very good	Good
Very good	GP's and office staff alike are always welcoming and accommodating as much as they can be.
Very good	Great service fantastic practice nurse . Thank you
Very good	Have always found them very helpful .
Very good	Have never had any problems getting an appointment. Very pleasant staff. Have been a patient at the surgery for 26 years and have never had a thought of changing.

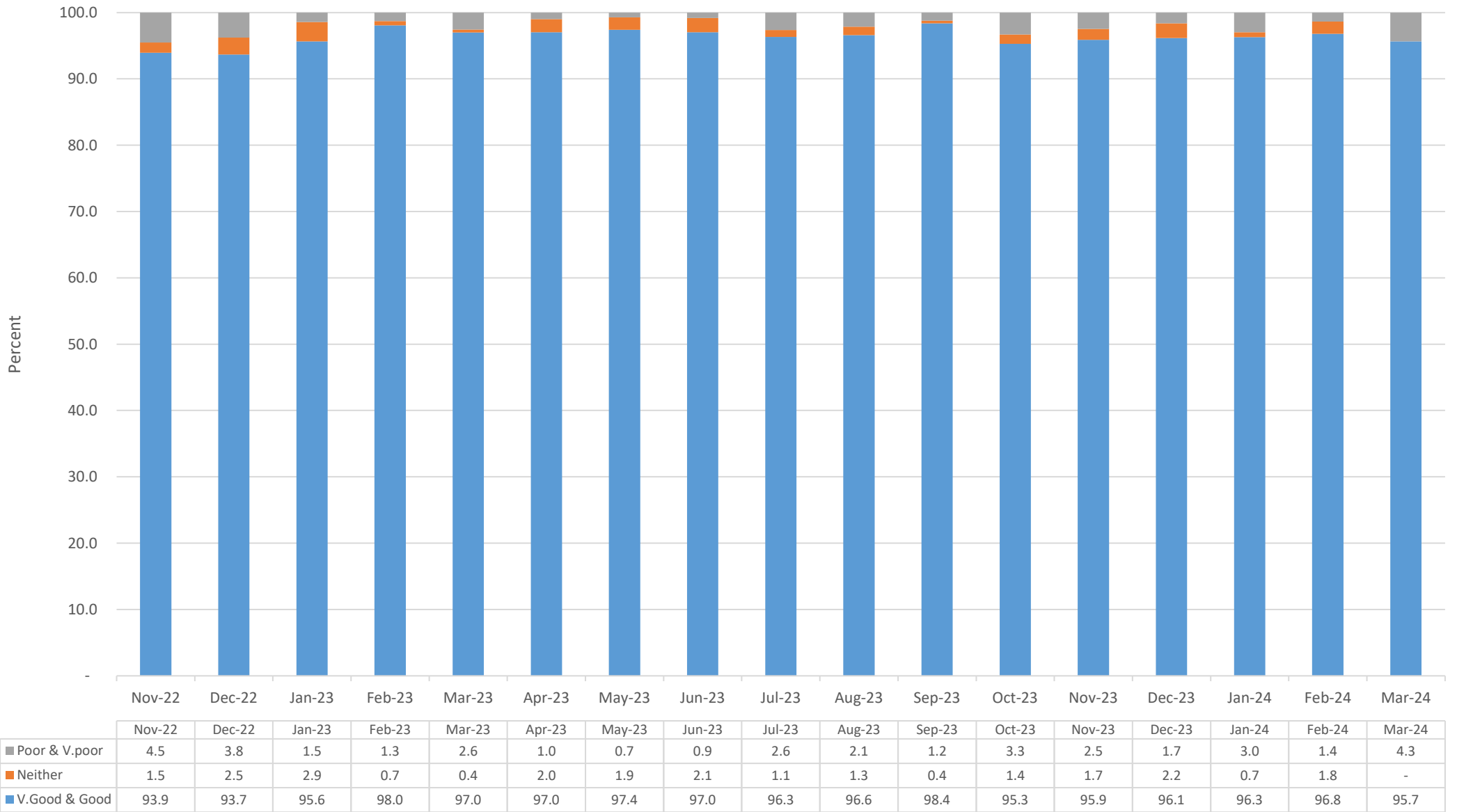
Very good	Helpful and informative
Very good	Helpful and patient reception staff, practice is always quiet and calm when I'm there. Very happy, thank you!
Very good	I am grateful to benefit from their expertise
Very good	I am Satisfied and think they do a marvellous job. Thank You.
Very good	I appreciate the care and attention received
Very good	I cannot compliment this practice more highly. So efficient, helpful, understanding and friendly staff. Thank you everyone there.
Very good	I got seen same day as I was in pain with groin area. Great place. Very professional practice.
Very good	I have always had the best care and attention from everyone at the practice. I feel in very safe hands. A big thank you to all of you
Very good	I have never had any problems.
Very good	I have not long been a patient of woolstone practice and very happy with the service.
Very good	I rarely need to consult a GP but have been pleased particularly recently
Very good	I would like to be able to book non urgent appointments in advance. Recently I needed to discuss an ADHD referral. I was happy to wait up to 2 weeks but told to call at 8am for an appointment. If you call any later than 8.15 all appointments are taken.
Very good	I would say all the Drs and Nurses are very professional
Very good	I'm 86 not very tech savvy! So my problem not their system. I'm very impressed by the whole practice by how approachable everyone I've met has been & how willing to listen.
Very good	I'm pleased with the Service. Especially Dr Jones
Very good	I'm very happy with the practice
Very good	I've always had a good service from the doctors and staff at Woolstone since becoming a patient and my last appointment was dealt with extremely quickly from speaking to the doctor, her making a face to face the following day and being referred within 2 weeks. Very happy thank you
Very good	In terms of the people it is the most pleasant surgery I have come across. Getting an appointment is challenging though. And I hate the systems for getting a prescription.
Very good	I've used it for 35 years and no complaints at all!
Very good	Marvellous, very helpful receptionists, thorough examinations and diagnosis. The best run in south East London. Very satisfied with the service.
Very good	My contact with GPs, nurses and reception staff is excellent - they are always extremely helpful. Making appointments is challenging. It's not a problem when I have had a need that can wait 2+ weeks. However, for more urgent needs (but not urgent enough for A&E) it is really difficult. I understand this is a national problem and not a problem with my specific practice.
Very good	My practice is always willing to help and are very kind and understanding to me whenever I call which is really good as my health isn't good and they always try their best to help
Very good	Never a problem or issue at Woolstone. Staff are excellent*
Very good	Ok to access

Very good	Ordering repeat prescriptions online is easy and efficient.
Very good	Our GP practice is great. Staff are friendly and helpful. Clinicians are top class. Only difficulty is booking appointments in advance. There are very few of these available if at all. On the day appointments: you can be on the phone on the dot of 8:00 and still be way back in the queue and not have an appointment when you actually get through...
Very good	Really good practice- receptionists are kind and helpful (rare in such a difficult job) and GPs have been great.
Very good	Reception staff are generally warm. Dr Babu is a phenomenal Dr
Very good	Saw a new receptionist on my most recent appointment, and she was extremely happy and smiley, and positive
Very good	So far my experiences have been very positive, however for me, GP patient relationships are paramount
Very good	So far no problems
Very good	Some of the receptionist need training I don't like telling them what my problem is to get an appointment that is private between me and the dr
Very good	Staff friendly and approachable. An easy practice to deal with
Very good	Staff very helpful and try their best to accommodate you.
Very good	The 8am booking process is challenging, but calling later in the day for an emergency appointment usually works very well. Especially for my young son. This is very reassuring.
Very good	The doctors and staff at the practice are always polite friendly professional and always have time for you. I cannot praise them enough.
Very good	The practice team are always helpful and caring. I trust the advice and treatment I receive from the team. Also the practice building is kept clean, tidy and welcoming.
Very good	The reception staff are polite, friendly and efficient.
Very good	The reception team are always very helpful and clear on the phone.
Very good	The receptionists, doctors and nurses have all been friendly, approachable and helpful. The doctor I have seen has been superb. Very pleased.
Very good	The staff are really busy and yet I have found them to be always helpful, usually kind, and it feels like I am not just a name on the list. I really rate everyone in the team.
Very good	They are brilliant
Very good	Usually OK
Very good	Usually very attentive and low stress when actually at an appointment
Very good	Very good
Very good	Very good
Very good	Very good
Very good	Very happy with my GP and most of the service provided but not with the appointment system. I have been stood in front of a receptionist and asked to make an appointment to see my Dr following a visit to see my consultant at the hospital only to be told ring at 8 tomorrow and see if there is an appointment ! Even on line appointments are scarce.
Very good	Very happy with practice .

Very good	Very impressed with every aspect of the practice
Very good	Very positive family care.
Very good	Wonderful and friendly staff that don't make it difficult or scary to make an appointment!
Very good	Woolstone are fantastic. Good people.
Very good	Woolstone Medical centre is excellent
Fairly good	Generally good since the doctor who fabricated information on my medical records left
Fairly good	Good GPS when you finally get to see them
Fairly good	Had a pleasant experience
Fairly good	Helpful would like to know more about scans but don't like to take drs. Time up but they do their best. Thankyou
Fairly good	I came in for appointment regarding my knee. It reschedule and I've heard nothing on the physio they said would be useful - over 2 months ago
Fairly good	It is impossible to get appointments with a particular doctor. This affects continuity of care and treatment and confidence sometimes
Fairly good	Once you have an appointment staff & Drs are always helpful and professional
Fairly good	Satisfied
Fairly good	With the app now being the only way to make non urgent appointment, I find it near impossible to get an appointment with a specific doctor.
Fairly poor	It is difficult to get a GP appointment and some receptionists can be quite unhelpful. I appreciate that receptionists filter the requests for appointments but sometimes I feel they should not be making decisions on who can access a GP based on a health concern. The importance of a health concern should be decided between patient and GP only. It is also unhelpful around the restrictions to having a blood test - as a patient with epilepsy I feel the ability to have a blood test at the surgery should be more accessible, rather than just available based on age or frailty.
Fairly poor	It no longer cares about patients needs only making life easy for themselves
Fairly poor	Never see the same doctor, always always see a different doctor! If i phone to try and make an appointment even when i phone dead on 8oclock i am told I'm number 34, 41 in line ?
Fairly poor	Poor availability of appointments so went private in order to be seen by a GP
Neither good nor poor	Hard to get routine GP appointment
Neither good nor poor	I tried to order prescription on line. It didn't go through second time. I have arthritis very painful to walk. I had to reorder over counter and tablets were delayed. I am struggling at the moment. It don't like to moan like this.
Neither good nor poor	I was not noticed of the result of a test I took after few weeks, and had to visit surgery to obtain it. And it was a confusing experience.
Neither good nor poor	It's very frustrating that everything is boiling down to insufficient funds in the NHS. I don't have money to go private so unfortunately my health suffers asa consequence of having to wait a long time to get a routine appointment or russian roulette for an on the day

	appointment when I call. The AI apps are annoying and impersonal. Invest the funds back into training staff and getting more medics that are paid fairly.
Neither good nor poor	Other than Flu jabs.I have little contact with surgery.Therefore it is difficult to comment on it.
Neither good nor poor	Receptionist a bit abrupt.
Neither good nor poor	When I tried to make an advance appointment to discuss a medical issue I was told that appointments were blocked for 2 weeks. I don't know what this means but it's not very helpful.
Neither good nor poor	You need to ask?

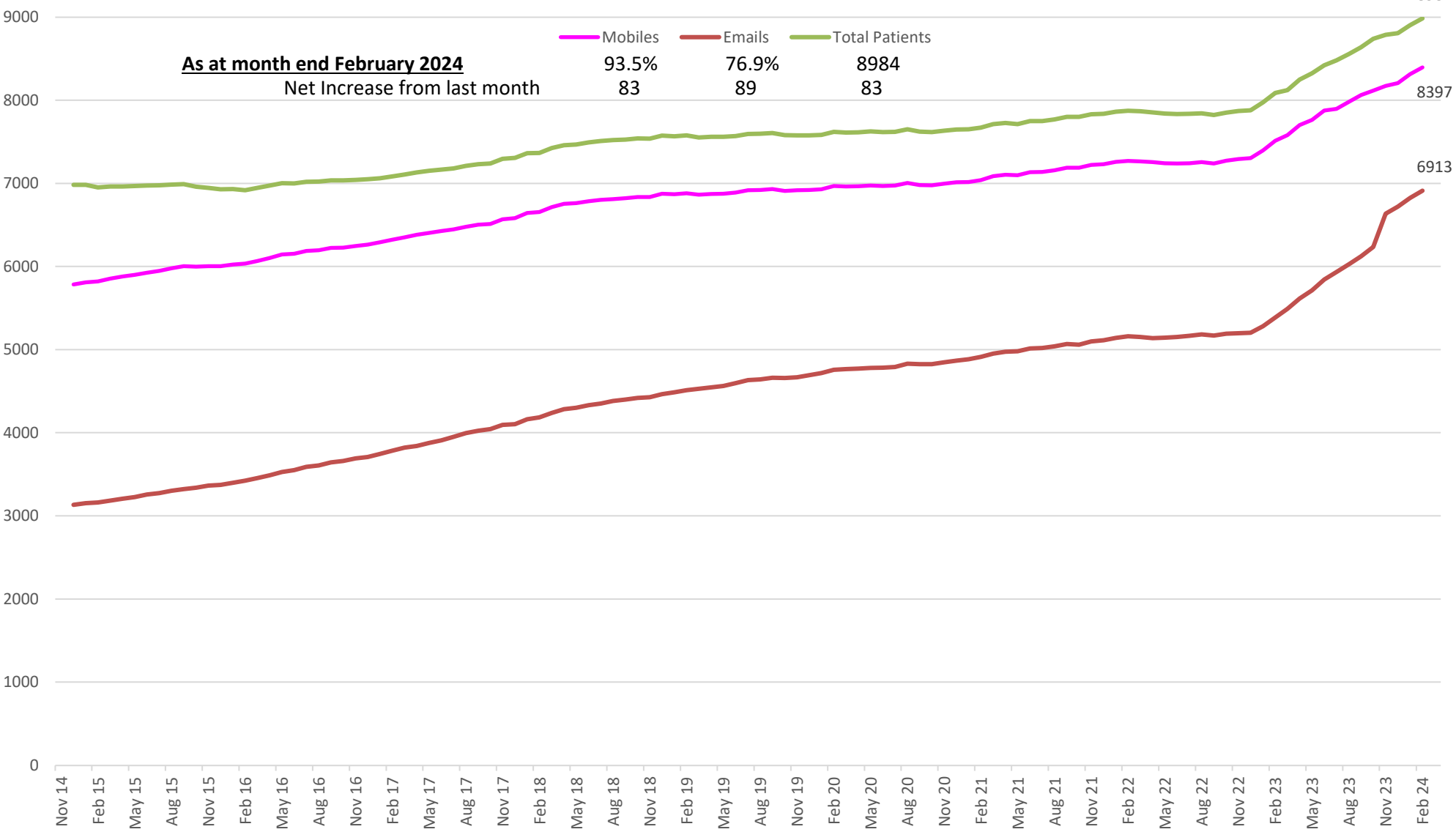
Friends and Family Test Results



Friends and Family Test Results Summary - Woolstone Medical Centre

Date	Responses	Rating					Percent					Chart Output		
	Responses	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	V.Good & Good	Neither	Poor & V.poor
Nov-22	66	48	14	1	1	2	72.7	21.2	1.5	1.5	3.0	93.9	1.5	4.5
Dec-22	158	124	24	4	4	2	78.5	15.2	2.5	2.5	1.3	93.7	2.5	3.8
Jan-23	206	170	27	6	3	0	82.5	13.1	2.9	1.5	-	95.6	2.9	1.5
Feb-23	153	119	31	1	0	2	77.8	20.3	0.7	-	1.3	98.0	0.7	1.3
Mar-23	233	181	45	1	4	2	77.7	19.3	0.4	1.7	0.9	97.0	0.4	2.6
Apr-23	202	164	32	4	0	2	81.2	15.8	2.0	-	1.0	97.0	2.0	1.0
May-23	269	215	47	5	1	1	79.9	17.5	1.9	0.4	0.4	97.4	1.9	0.7
Jun-23	235	186	42	5	0	2	79.1	17.9	2.1	-	0.9	97.0	2.1	0.9
Jul-23	189	145	37	2	2	3	76.7	19.6	1.1	1.1	1.6	96.3	1.1	2.6
Aug-23	234	191	35	3	2	3	81.6	15.0	1.3	0.9	1.3	96.6	1.3	2.1
Sep-23	244	200	40	1	2	1	82.0	16.4	0.4	0.8	0.4	98.4	0.4	1.2
Oct-23	211	160	41	3	5	2	75.8	19.4	1.4	2.4	0.9	95.3	1.4	3.3
Nov-23	242	191	41	4	3	3	78.9	16.9	1.7	1.2	1.2	95.9	1.7	2.5
Dec-23	181	142	32	4	0	3	78.5	17.7	2.2	-	1.7	96.1	2.2	1.7
Jan-24	269	211	48	2	3	5	78.4	17.8	0.7	1.1	1.9	96.3	0.7	3.0
Feb-24	218	165	46	4	1	2	75.7	21.1	1.8	0.5	0.9	96.8	1.8	1.4
Mar-24	23	21	1	0	1	0	91.3	4.3	-	4.3	-	95.7	-	4.3
Total	3,333	2,633	583	50	32	35								
Average	196.1	154.9	34.3	2.9	1.9	2.1	79.3	17.0	1.4	1.2	1.1	96.3	1.4	2.3

Total Registrations, Mobile Numbers & Email Addresses Recorded



Registrations and Deductions

