

Notes from Meeting held on Tuesday 27th April 2021 13:00

LINCOLN HOUSE SURGERY PRACTICE PATIENT GROUP VIDEO MEETING



13:00 to 14:00

Attendees: Chris Cook (CC), Dr Vipul Parbat (VP), Juliana Reinaldos (JR), Caryn Robinson (CR), Carys Faichney (CF), Sally Malyon (SM), John Howat (JH), Barry Dixon (BD), John Stacey (JS)

Chair: Chris Cook (CC)

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| <ul style="list-style-type: none">• Welcome, introductions and apologies Margaret Miller, Adrian Whyle, Brian Ayling | VP/CC |
| <ul style="list-style-type: none">• Notes and actions of the meeting held on 2nd February 2021 Notes and actions agreed. | All |
| <ul style="list-style-type: none">• Updates from the surgery<ul style="list-style-type: none">• Staffing: report on staffing levels and changes Lincoln House is in the process of recruiting for two new roles. These will be two full-time administrative positions, initially with a focus on the effective management and signposting of eConsults coming into the surgery. Their titles will be Care & Admin Coordinators. We have noticed a substantial increase in the amount of eConsults being submitted. It should be noted that this increase is not unique to our surgery, but across General Practice. Our two new members of staff will be joining within the next few weeks and post training, we anticipate a more streamlined triaging operation, whereby patients will be signposted to services more effectively. Patients will receive an acknowledgement of their submitted eConsults within the stipulated time frame, which will advise details of their allocated appointment/expected service and outcomes. We anticipate this to facilitate a refinement to how we are currently using the eConsult platform, the target being able to offer a smoother overall experience to patient and clinicians alike.• Covid: impact and further changes to Surgery working practices (CC) mentioned that Lincoln House Surgery has performed marvellously and thanked them for all their hard work. Lincoln House will be installing a new telephone system which offers an auto-queue facility, enabling patients to have their spot in the queue held for them, and reconnect their call when they reach | VP/JR |

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| <p>the front of the virtual queue. We believe this will be welcomed by our patients as we understand waiting times can at times be long. We are also in the process of launching a new website for the surgery. The website provider we are using offers a very customisable platform, which we believe will be user-friendly to our patients and better facilitate communications.</p> <ul style="list-style-type: none"> eConsult: feedback on the introduction of eConsult We have received productive feedback on eConsult. Whilst we remain committed to continuously refining and streamlining the process, eConsult is not going anywhere. Regarding a request for a “fast track” option – this can be done by selecting the option “I need administrative help”. This negates the need to complete the section outlying your symptoms as it directs you to a free format dialogue box where you can complete your request. | |
| <ul style="list-style-type: none"> Patient Survey 2021 <ul style="list-style-type: none"> Update on status of NHS Choices Survey The NHS Choices Survey results are due and previously an independent survey was carried out by the surgery using Survey Monkey to correlate/verify the results of the National Choices Survey. (JR) mentioned that there is the facility to create a basic survey through the new website we will be launching shortly. This might be worth considering in future. To agree areas of focus, timetable and process for an in-house Patient Survey 2021 It was unanimously agreed that no in-house survey will be conducted this year. It was agreed that the results from the last independent survey we conducted were in line with those of the central survey. We will therefore direct our resources to other areas of importance. We await the results of the national survey. | <p>JR/VP All</p> |
| <ul style="list-style-type: none"> Virtual Information Evening - Mental Health Wellbeing To agree a date and time. (VP) will email a selection of possible dates in June to (CC) for consideration. Main Speaker: Dr V Parbat Guest: Barry Canterford, Hertfordshire Partnership University NHS Foundation Trust | <p>CC/VP</p> |
| <ul style="list-style-type: none"> Any other business Items to be notified at least two days prior to meeting. (BD) attended a virtual event held by the Maltings PPG. An interesting discussion held on the effectiveness of virtual consultations and upcoming webinars they are running on various clinical topics. (BD) felt it was a productive meeting to attend, especially to get a view on how other PPGs operate and how they have successfully established a means by which they communicate with their patients. It was highlighted that all | <p>All</p> |

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| <p>their patients have signed up to the PPG (possibly this has been achieved through an auto enrolment upon registration?). Action for (BD) to please investigate how much of an active role all these patients actually play in the PPG. It would also be good to get a clear understanding of how they managed to get all their patients to join. (JR) raised that she is against the automatic enrolling of patients. It was discussed that the process for joining our PPG is a very manual procedure and should perhaps be reviewed in time.</p> <p>(BD) commended the surgery on requesting patient feedback on eConsult. This is an excellent way to investigate what is bothering people, and a good way to deal with new systems and change. (VP) raised that it is key to get valuable information regarding what is working, what pathways need reviewing, and how we can work together to ensure a smooth process for both surgery and patient alike.</p> | BD |
| <ul style="list-style-type: none"> • Dates of future meetings June 29th and October 5th | |