

TWO RIVERS MEDICAL CENTRE, IPSWICH PATIENT PARTICIPATION GROUP (PPG)

Minutes of the meeting held on 05 September 2022 at TRMC at 17:00

Present:

Michele More
Matthew Girt
Claire Woodbridge
Jessica Gaskell

Jenny Pickering
Mike Holbrooke
Jane Coates

Sue Hayes
Mike Bernard
Maria Sarro

Apologies:

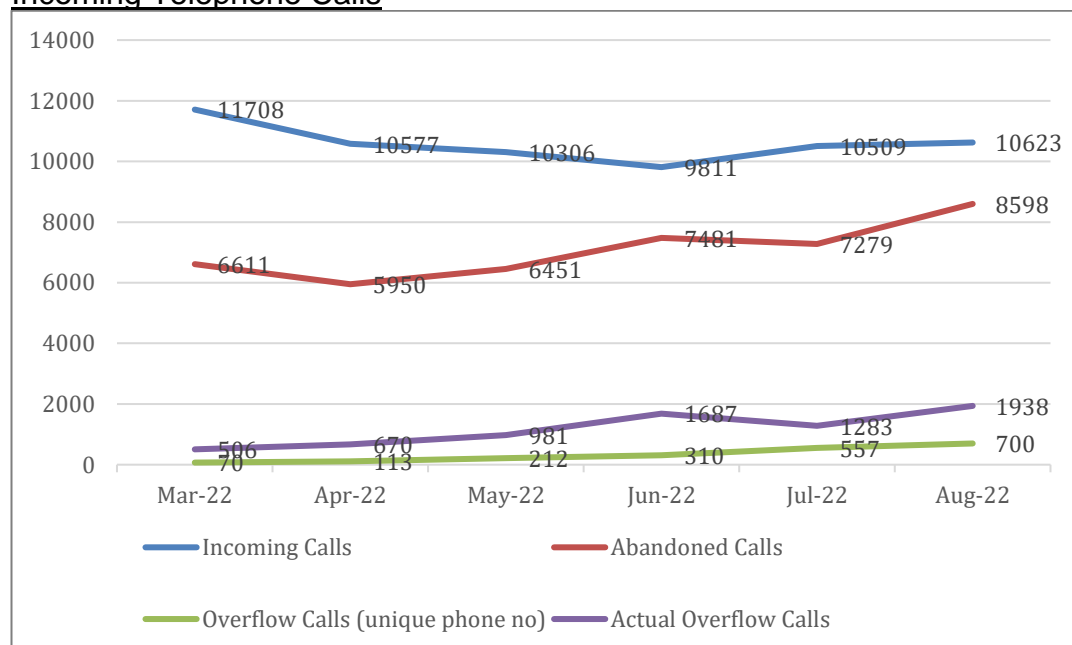
Marlene Robinson
Neil Masser
Dr Jonathan Knight

Phil Barber
Sally Gardiner

Sue Ward
Jan Parry

PRACTICE REPORT

Incoming Telephone Calls



Our reception team have been 37.5 hours a week short since May 2022. This has been coupled with annual leave for the summer holiday period as well as sickness. As a result, we have unfortunately seen our abandoned and overflowed call figures increase.

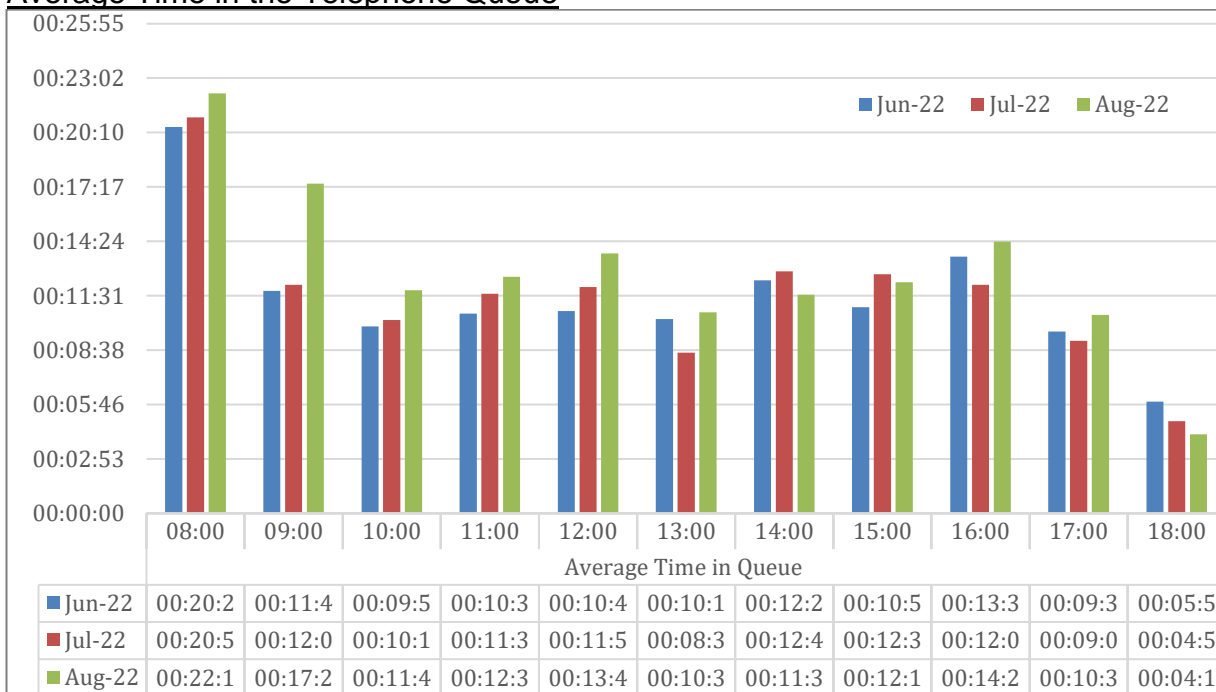
The amount of incoming calls we receive each month remains consistent.

Discussion in the meeting:

- What is the difference between abandoned calls, overflow calls (unique phone no) and actual overflow calls?
 - Abandoned calls: Callers left the call queue before they have connected to Reception
 - Overflow calls: Callers receive an engaged tone as our call queue is at maximum capacity (50 callers)
 - Overflow calls (unique phone no): Callers receive an engaged tone as call queue is at maximum capacity (50 callers). Phone number is counted rather than attempt – patient might receive engaged tone x10 times but counted as x1.

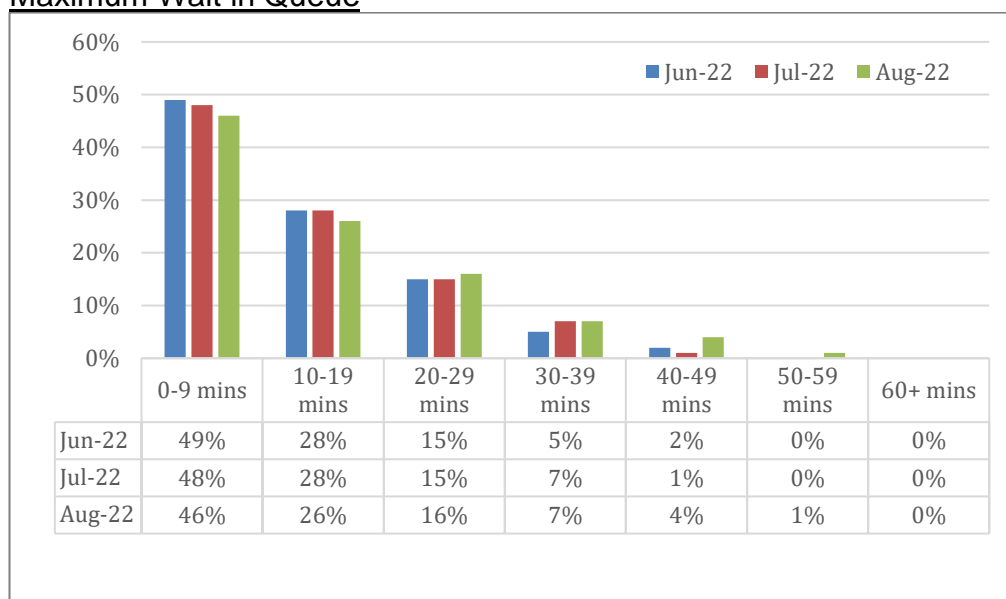
- Why are the abandoned calls so high?
In August figures were highest they have been in six months. Unfortunately, our reception team has been short staffed over the last month. We have had vacant shifts in the team due to staff leavers, annual leave over the summer as well as sickness within the team. At times, this has meant that we do not have our ideal number of Receptionists answering the phones, which results in a longer wait in the call queue and more callers hanging up before they are connected.
- Previously, the PPG has discussed the practice re-introducing the information around the place you are in the telephone queue; this could be why the abandoned call number is increasing, as patients are unsure of how long the wait will be to be connected. The PPG understand the practices reasoning as to why this has been removed (it is not a true reflection of the time it may take to get through to reception); however, as callers they would rather have some information around the wait than none. They are also receiving this feedback from patients at the surgery.
- Is patient partner (telephone system for booking appointments) included in the incoming calls? JG to check with Rachael Shanks.

Average Time in the Telephone Queue



As mentioned above, our reception team have had vacant shifts throughout the last three months, which has seen a rise in the average time callers are waiting in the telephone queue.

Maximum Wait in Queue



Maximum Waiting Times

Jun-22	00:59:44
Jul-22	00:58:16
Aug-22	01:18:14

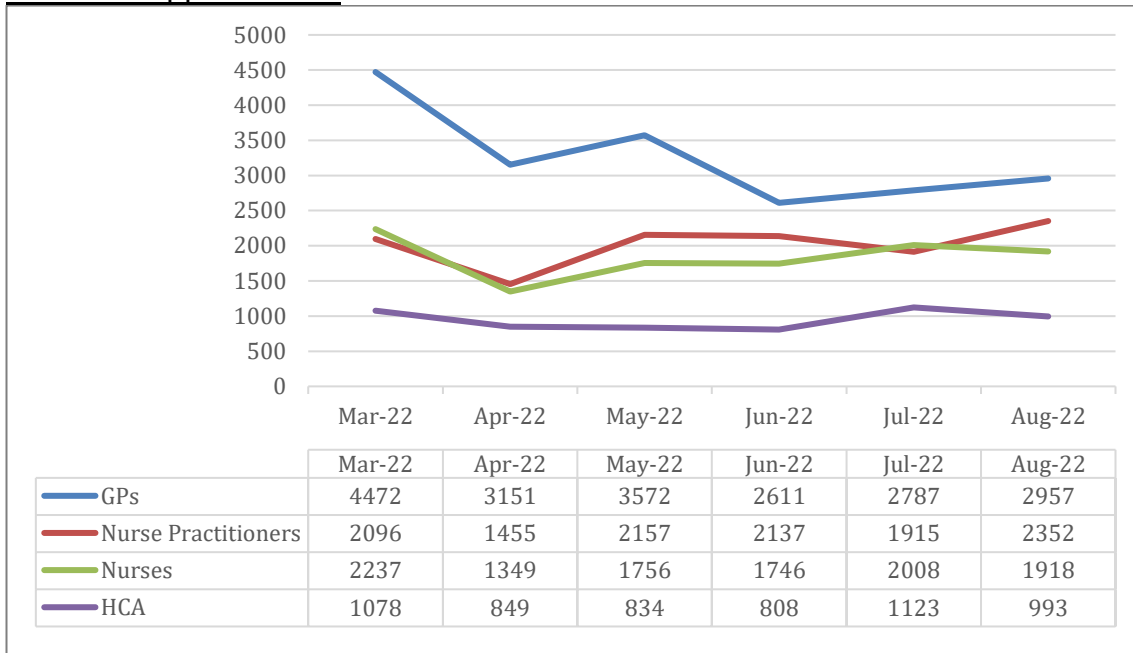
Unfortunately, we have seen our maximum waiting time in August go back above one hour. However, we are still picking the majority of our telephone calls (48% in July and 46% in August) in the first 0-9 minutes of the patient joining the telephone call queue.

Discussion in meeting:

- As patients, they would be dissatisfied if they were waiting for the maximum waiting times over the last three months, especially without the information around place in the call queue. By having the information around the place in the call queue, the caller would be able to make the decision as to how quickly the call queue is decreasing and whether to continue to wait to be connected to Reception.
- Throughout the last three months, our Clinical Admin team have supported Reception at different times to answer the incoming phone calls. This is to reduce the waiting time on the telephone call queues at key points of the day whilst Reception cannot meet the patient demand.
- The PPG queried what the times were of the maximum waiting times, please see table below. The times of the call are the times that the caller joined the telephone call queue.

Month	Max Waiting Time	Day / Time of Call
Jun-22	00:59:44	Tue 14/06 – 11:33
Jul-22	00:58:16	Fri 08/07 – 08:23
Aug-22	01:18:14	Thu 03/08 – 08:46

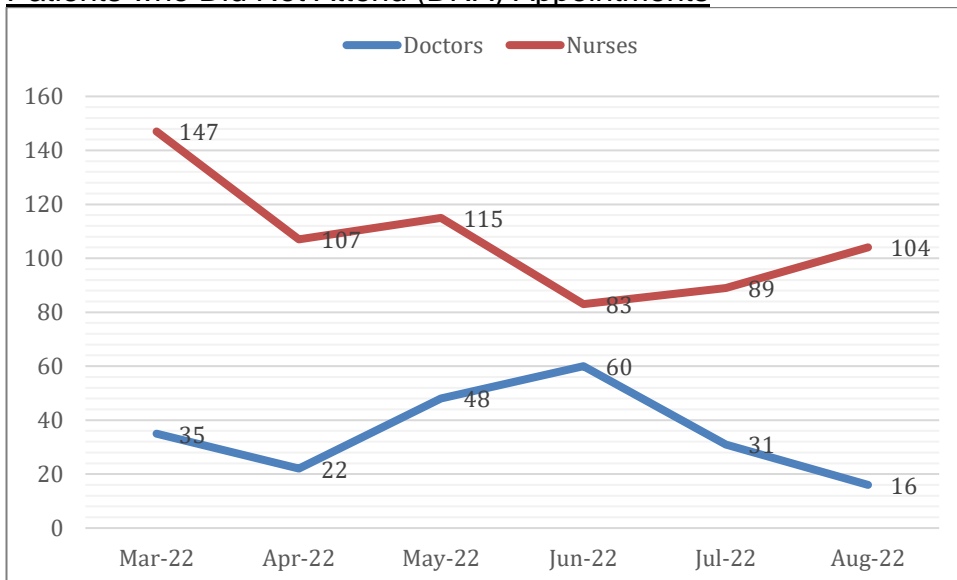
Available Appointments



Discussion in meeting:

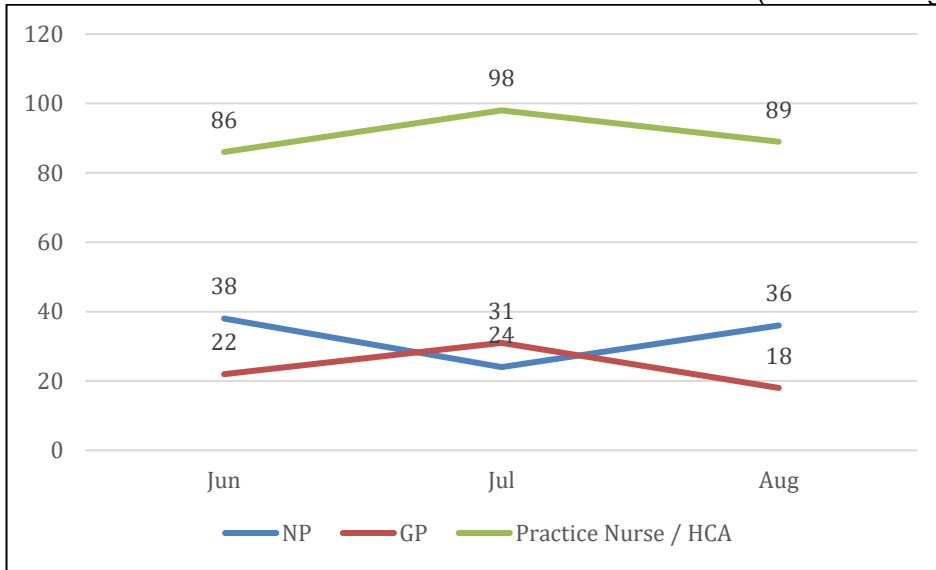
- The PPG noted the difference in GP appointments from March 2022 to August 2022. Over the last six months, we have had two GPs leave, Dr Riches and Dr Griffin. We have now recruited two GPs to replace the vacant sessions. Where possible we have tried to cover the vacant sessions with locums but this has not always been possible so it has resulted in a drop in overall appointments.
- Over the last three months, we have had a new rotation of GP Registrars, Dr N Adhikari and Dr V Scarlet, finished their placements with us, and we have had new GP Registrars starting. This will see an overall reduction in our available GP appointments as when Registrars finish their placements with us their appointments are around 12.5/15 minute appointments, however, when they start with us their appointment length is at 30 minutes. The appointment time reduces as their gain more confidence in our processes and progress with their competencies.
- Why is there a three-week cap on booking appointments online? JG to check with Rachael Shanks

Patients who Did Not Attend (DNA) Appointments

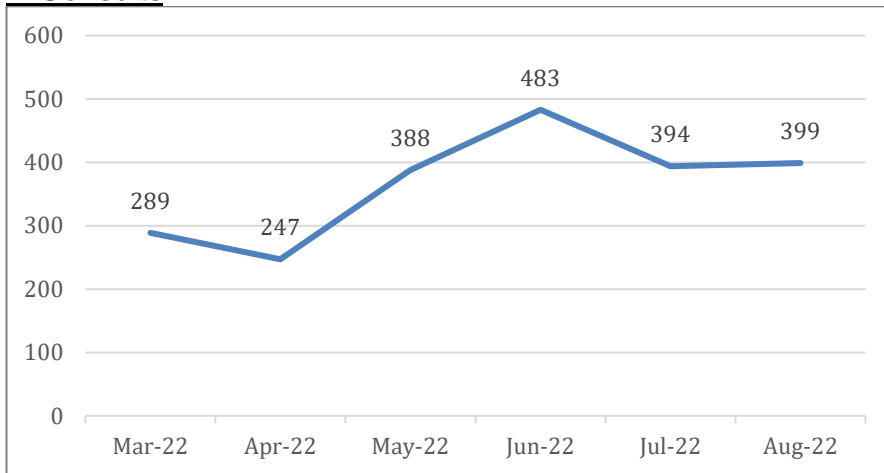


Discussion in meeting:

- Where do Nurse Practitioners sit in this? See table below (also including HCAs)

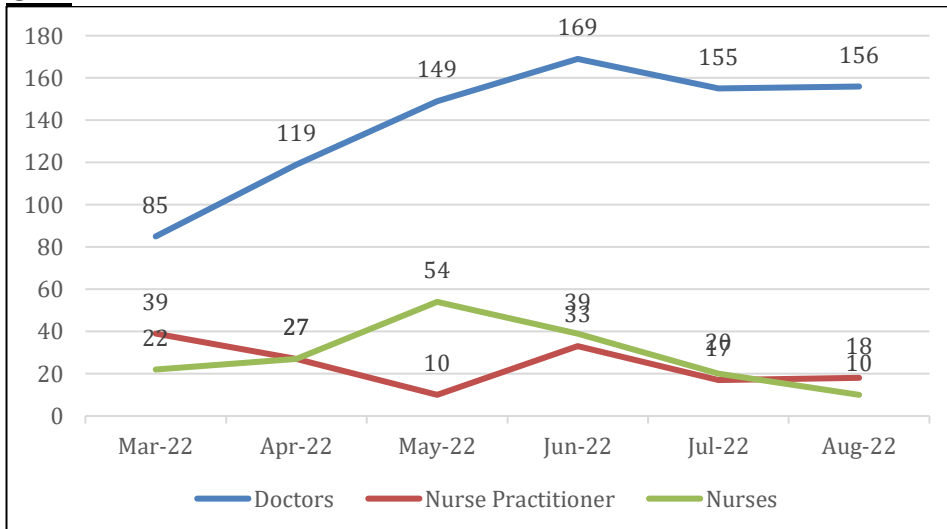


E-Consults



EConsults submitted via our website. This is an alternative way that patients can request appointments and receive appropriate care/advice.

GP+



Patients booked at GP+.

STAFFING UPDATE

Doctors

Dr Vicky Scarlett joined us as a Salaried Doctor on 24th August 2022. She was previously at TRMC as a GP Registrar.

Dr Nida Islam joins us as a Salaried Doctor on 26th September 2022.

Registrars

Dr Narendra Adhikari's rotation at TRMC finished on 30th August 2022. He is now a fully qualified GP.

Dr Katriona Graham joins us on 14th September 2022 as a GP Registrar.

Advanced Care Practitioners

Sheila Bundhun started with us on 16th June 2022 as a Paediatric Nurse Practitioner.

Nursing Team

Rachel Summers has retired; her last day was 27th July 2022.

Medicines Management Team

We are currently in recruitment checks for a new Prescribing Clerk.

Management Team

Rachel Helliari, Operations Manager, has left TRMC; her last day was 21st July 2022.

Jessica Gaskell, Deputy Operations Manager, has handed in her notice. Her last day will be 21st September 2022.

Interviews took place on Friday 2nd September for an Operations Manager.

Non-Clinical Teams

Reception

Jodh Sahota's last day was 11th August 2022, he is planning to return to TRMC during his university holidays.

Louise Holland has left TRMC; her last day was 12th August 2022.

Svitlana Gallivan has handed in her notice to pursue an alternative career in healthcare. Her last day will be 19th September 2022.

We are currently in recruitment checks for x2 part time members of staff for Louise's replacement. We will re-advise for the remaining 37.5 hours.

Medical Secretaries

Angela Moss has left TRMC; her last day was 5th July 2022.
We are currently in recruitment checks for Angela's replacement.

IT

We are currently recruiting for an IT Systems Co-Ordinator to replace Rachael Shanks (see below PCN).

Primary Care Network (PCN)

Rachael Shanks is our new PCN Manager (previously IT Manager for TRMC). She started her new role on 1st August 2022.

Cassady Jarvis started with us on 15th August 2022 as a Pharmacy Technician.

Zoe Stalley started with us on 5th September 2022 as a Care Co-Ordinator.

Discussion in meeting:

- PPG raised concerns around retention of staff. This is something that is not just confined to TRMC.
- To support retention of reception staff, we have altered the interview process and questions slightly. We show the candidates the reception office and explain the challenges of the job to them. This has supported new starters understanding of the role.

PRACTICE UPDATE

Complaints

July – August 2022

Complaint Category	Jul	Aug	TOTAL
TOTAL			
Appointment	2		2
Appointment availability		1	1
Clinical treatment	1		1
Communication	1	1	2
Prescription issues	1		1
Staff attitude	1		1

Staff group	July	August	TOTAL
TOTAL			
Reception	Staff attitude		
Practitioner	Appointment Clinical treatment		1
Admin			
Medicine Management	Prescription issues		1

Praise

July - August 2022

Staff Member	Team	Reason
	Nursing Team	Help and care with patient's dressings
Sadie Thomas	HCA	Help with urgent ECG
Ailsa Grimsey	Nurse Practitioner	Diagnosed condition straight away
Mark Pears	Practice Nurse	Care and attention
Ailsa Grimsey	Nurse Practitioner	Lymph node pathway
	Gardens	Tidy garden
	TRMC Team	All staff very knowledgeable and supportive/helpful
Lynn Perez	Reception	Dealing with patient on front desk
Ali	GP	Excellent care
Abby Esue	GP	Positive experience in appointment – let pt explain what was wrong with him
Ailsa Grimsey	Nurse Practitioner	Empathy and kindness
	TRMC Team	Excellent care
	TRMC Team	Thanks to all staff at TRMC
Patricia Cahill	GP	Excellent service
Jonathan Knight	GP	Care for husband
Katie Smith	GP	Support and care received
Anna Miller	Care Co-Ordinator	Support in dealing with patient
Peter Burn	GP	Grateful for care received
Andrea Hunt	Reception	Brilliant on the phone
Amy Low	HCA	Support in losing weight
Naomi Cockrill	GP Registrar	Pleasure to see her – kind, understanding and knowledgeable
Georgia Conneally Andrea Hunt Sarah Lankester	Reception	Very helpful, do a marvellous job
Abby Esue	GP	Speedy assistance
Amina Hameed	GP Registrar	Absolutely amazing
Claire Bliss Patricia Cahill	HCA GP	Prompt and caring attention, making patient's visit to the surgery a positive one
Cilla Shirley Rebecca Mitchell	Nurse Practitioner Practice Nurse	Exceptional service
Abby Esue	GP	Calm, positive and reassuring
Abby Esue	GP	Thorough and helpful
	TRMC Team	Helpful, efficient, kind and caring
Patricia Cahill	GP	Listening to patient. Kind and didn't brush patient off.

Discussion in meetings:

- How is praise collected from patients? Some patients write in but this is also collected verbally through reception. All praise is shared with the whole practice team.
- Is there a way to advertise how patients can submit praise to us, e.g. on the TV screens in the waiting room. Emphasise the importance of praise for morale.

Agenda Items

1. Managing the demand at 08:00
CF to next meeting
2. Is there a quicker way for patients to collect urine sample pots to prevent them having to wait in the queue
CF to next meeting
3. Duplication of reception work – called re results, received a letter
CF to next meeting
4. Medication that needs to be kept cool for flights / holidays
There are things that you can buy to keep medication cool whilst you are travelling. Not many clinicians or patients know about these.
5. PPG would be happy to support flu/vaccine clinics if practice needs this.
JG to let Helen know.

Next PPG meeting to be held at TRMC 05 November 2022.