

Practice responses following PPG meeting on 14th March 2024

PPG	Practice response
<p>KF Discussed communication as still a problem. She had a typed list of problems that was handed to Ben to look at in more detail. This included a wrong prescription being dispensed and a patient wanting to see a woman doctor and although this was booked well in advance, when she attended the appointment, she saw a man.</p>	<p>A response to these questions has been sent to the member directly.</p>
<p>Can an acknowledgement be sent when an appointment is cancelled so it doesn't show as a no-show and the patient knows that it has been cancelled.</p>	<p>This is now in place. If a patient replies to their confirmation text with the word CANCEL, the system will send them a cancellation confirmation. This will read; <i>Hi <<Name>>, This is confirmation that your appointment has now been cancelled. Please get in touch should you need to rebook. Thank you. Ariel Healthcare.</i></p>
<p>RH raised the place in a queue when ringing - what is the capacity that can be waiting for a call-back/or stay in the queue.</p>	<p>The capacity is currently set at 20 callers at a time. The call-back feature kicks in when there are 4 or more calls in the queue. The prescription queue is set to 12. The call back feature also kicks in/offered when there are 4 or more in the queue.</p>
<p>JS raised having a named doctor and has experienced being passed back and forth between doctors who are not aware of her, and she receives different opinions</p>	<p>Personal issue to be raised directly with the practice. Patients can always request that they see the same GP for continuity of care. If the GP is not available the next available appointment will be offered.</p>
<p>SB has made numerous calls and received differing answers. Was prescribed a medication that the leaflet stated wasn't suitable for her.</p>	<p>Personal issue to be raised directly with the practice.</p>
<p>When you ring the surgery, could the message at the beginning be shortened?</p>	<p>The practice is required to provide alternative service options when a call is received. This information is aimed to signpost callers prior to speaking to the reception team. In turn, this allows greater call queue capacity. Attached is a copy of the call flow for reference.</p>
<p>Could there be a separate email address for prescriptions only?</p>	<p>This was trialled previously but found that we were needing to reply and obtain more information from the sender as adequate information wasn't included in the initial email. Prescriptions ordering or queries can be made in the following ways.</p> <ul style="list-style-type: none"> ● Repeat medication ordering using the NHS App or Patient Access

	<ul style="list-style-type: none"> ● Completing the repeat medication ordering form on our website at - Order a repeat prescription - Ariel Healthcare ● Calling 01460 67764, Monday to Friday between the times of 10am – 1pm. ● A new service is due to go live soon where patients can order their repeat medication whilst the prescription line is closed. The service integrates with our clinical system and will provide the patients with a list of medication available to order. This service will also be available 24/7 without the need to speak to a member of the team. This will also be offered if the call queue capacity is reached when the prescription line is open. ● Complete a repeat medication slip and hand in to one of our practice sites. Both sites have a secure letterbox patients can use.
<p>DC discussed getting more patient opinions. JS asked for a FB group to be set up that she would monitor. This was discussed but could potentially get a lot of negative comments and be hard to stop. A form could be placed in the reception area for patients to complete, results just for PPG members so in a sealed box. Potential for an online question form.</p>	<p>Yes – the practice will ensure the form is readily available at both practice sites for patients and visitors to complete. Its important to not allow the form to be open ended – try and be specific and concentrate on areas that you believe feedback would be beneficial. This could be multiple choice answers, along with a section to elaborate on their answer. PPG post box keys will be handed to the chair/secretary to take ownership. It’s recommended that a social media page for the PPG is not set up. The practice will not be supporting this idea. The practice has gone ahead and setup a virtual PPG group – so far there are just under 40 members. Ben will pull together a separate email explaining the purpose.</p>
<p>It was requested that the meeting not be recorded and thought that the PPG should be independent.</p>	<p>The PPG is independent, with the support of the practice when required. The practice is the data controller for MS Teams and will provide the recording to any member should they need it. This also supports the secretary when minutes are being drawn up.</p>
<p>Would it be possible to set up an email group for active members to go between Karen and Dave so we can comment on ideas etc. For instance, the leaflet that has been sent out about the appointment system. Then all the points could be collated by Karen and forwarded on.</p>	<p>Yes – Ben will look at a closed forum rather than an email mailbox. Here you can comment on news items/subjects rather than ‘toeing and throwing’ email threads.</p>

<p>Query about the complaint system. Can it be confirmed how long a complaint should take and is an acknowledgement sent?</p>	<p>All emails sent to Somicb.pm-arielhealthcare@nhs.net are sent an auto reply which confirms receipt and acts as an acknowledgement. This is the autoreply <i>“We have successfully received your email. This automatic reply is to confirm its receipt. Our practice management team monitors this inbox and is dedicated to addressing all enquiries, concerns, and feedback. If a response is warranted, we aim to reply to your email within 5-7 working days. Please note that some complex enquiries can take up to 30 days. Should you require immediate assistance or if your query is time-sensitive, please do not hesitate to contact us by phone at 01460 67763.”</i></p> <p>The practice recognise that this process requires improvement and are working on implementing a more robust system that will allow timely responses.</p>
<p>PC previously a PPG member at Springmead complimented the service he has received with Aerial Health.</p>	<p>The practice appreciates all positive comments and feedback. This will be passed on to the team. Thank you.</p>
<p>PC asked if trying to make an appointment online, why does it stop taking bookings. – You may need to elaborate on this question.</p>	<p>Does it refer to the online consultation platform? – If so, this is capped at 25 per day. This allows us to monitor capacity. Online bookable appointments through patient access/NHS App – The practice must allow 25% of their overall routine GP face to face and telephone appointments to be online bookable. These appointments are also available to book internally by the team. We do our best to ensure new appointments are released online before the others are booked up. Sometimes releasing appointments isn’t possible for various reasons such as sickness, a change in the clinician’s rota or unforeseen demand in another department. The practice have recently signed up to a new clinical triage system which also offers a patient facing online consultation platform. We are in the process of pulling together a</p>

	<p>working group internally where we will meet regularly to discuss its capabilities and best practice. There is likely to be a change in process within the teams internally too. All patients will be informed of this new platform, what to expect, and its release date.</p>
<p>Is there any assistance that can be given for working people? A patient made an appointment 8 weeks in advance at an appointed time - a phone consultation but a week before the appointment she received a call that it could be anytime on that day which isn't very convenient if you are working and cannot take calls.</p>	<p>Telephone appointments are always booked at a specified time; this is by system design. Whilst the clinicians will always try to begin that consultation at the time given, this is not always possible. This could be down to an overrun in a previous appointment or an emergency at the practice. A general rule is the team will not advise the patient of a time but ask them to keep their phone handy. This message is also reflected in the text message template, although we are mindful that there is room for improvements for these patients.</p>
<p>A quick look at the proposed leaflet about patient appointments it was thought by some that it is a bit aspirational and not what is happening. One suggestion that when listing different reasons for appointments could 'new issues' be added.</p>	<p>Valid point – Yes, Ben will look to amend the wording. A revised version will be sent to the group.</p>
<p>Thank you for the monthly figures but could these be compared to the previous 2 months so changes can be seen more clearly.</p>	<p>Yes, although previous months are always readily available from previous communications.</p>
<p>It was suggested that the website be discussed with things that could be added to improve it</p>	<p>All suggestions are welcome. What would you like to see different? We are restricted with our current provider, although we are looking at other providers that allow custom content and more flexibility.</p>