



LEATSIDE HEALTH CENTRE PATIENT GROUP

MINUTES

of the meeting held at

18:30, Wednesday 22nd February 2023 at Redruth Health Centre

Apologies:

Practice Representatives

Elaine

Lee Collins

Jo

Debbie Bugg

Carol

Moira Freeman

The meeting commenced at 18:35

The board has been delivered to the waiting room. It is currently awaiting to be put up.

Ruth – Feedback regarding Klinik submission. Ruth was concerned that there were a number of boxes that she was made to complete, but didn't think it was relevant. However, she was very pleased with having a same-day response and was very pleased with the system as a whole. Bob acknowledged that the practice doesn't have control over the design of the system, but would encourage feedback to the developers.

Bob suggested that photos and contact details of the PPG members should be available to the staff members. The PPG members present were happy with this. Bob will arrange this. Lee suggested that names of the PPG members could also be added to the PPG section of the practise website. Members were happy with this also.

Lee has spoken with Elaine and Jo regarding finding somebody to act as Secretary of the PPG. It was decided that to allow the PPG to stand independently, the PPG should recruit an existing member or recruit a new member into the secretarial role.

Siting of the PPG information board – this will be sited to the left of the waiting room. The suggestions box has already been moved in anticipation.

Bob asked who manages the website as he was concerned that there were still instances of "Manor Surgery" being shown on the internet and search engines.

There was some general discussion of the "Manor Surgery" highways sign sited on Chapel Street. It is unclear who is responsible for the changing of this sign.

Bob asked if the RHC car park can be used as an overflow car park for the main practice. Debbie confirmed that the car park was not monitored at all, so this is possible.

Bob asked if the practice was any closer to taking over RHC officially. Debbie confirmed that this was still in process, and subject to some points being resolved, such as having a high speed internet connection.

Moira Freeman from the Quality Assurance and Governance Team kindly attended the meeting to talk about the current complaints procedure in place in the practice and her role. Moira confirmed that the complaints page on the website has been moved and made more visible.

The practice has a comprehensive complaints policy written approximately eighteen months ago and is due to be reviewed shortly. There are many ways in which a patient can make a complaint. It is not recommended that complaints are not sent via email as these are not secure.

Staff members are encouraged to resolve all complaints at the time of complaint. If this is not possible, the staff member will take details complete an internal complaints form which is sent to Moira. Moira's job is to receive, log and acknowledge all complaints. The complaint will then be sent to Caroline or Elaine to be investigated further. The practice has a self-set target of 28 days to investigate a complaint and report back to the complainant. This is to ensure that all complaints are dealt with efficiently to ensure any processes are updated or amended in a timely fashion if necessary. On occasion, complaints will take longer, but the complainant is always informed if this will be the case. When a complaint has been investigated, the practice will contact the patient via their preferred method of contact.

Each month Moira presents a summary report of each complaint, alongside the nature of the complaint to the practice partners. Moira also administers learning and significant events. Each year the practice supplies a detailed report of all complaints to Public Health England.

Rosemary asked if a complaint can be made through the website. Moira confirmed that there is a "contact-us" form on the website that can be used to make a complaint. These are checked on a daily basis by Moira. There are not currently complaints forms available to print from the website. Physical copies of leaflets and complaints forms are only available from reception.

Maggie asked if a breakdown of complaint types would be available to the PPG. Moira confirmed that there had been a total of 51 complaints since the 1st of April 2022. 46 have been internally resolved. The most common complaint was regarding communication of the practice. 13 of these complaints had been upheld, whereby the practice agreed that it was a valid complaint. The remaining 33 complaints were reported back to the patients, who would have had the opportunity to appeal these, or take the complaint to the Ombudsman. So far, no complaints have been escalated in this fashion.

Bob asked if the overall aim was to eradicate complaints. Moira responded by saying that this wasn't possible. The practice will always receive complaints.

Moira also deals with compliments and positive feedback from patients. These are passed back to the relevant member of staff when appropriate.

Bob reiterated the need for the PPG to be aware of the types of complaints that are received so that it can identify areas of need where the PPG can help.

Bob wanted to ensure that the patient facing complaints document was easy to access and to complete. Rosemary also reiterated this. It was the PPGs view that the complaints procedure and relevant documentation should be made as accessible and easy to complete as possible, so that

there are no barriers to make a complaint. Bob asked if Moira could send him a copy of the current complaints leaflet so the PPG can have some input on this.

Moira confirmed that all complaints resolved at point of contact are not recorded. Many of these are quite minor, however, such as prescription issues etc. If staff were aware of any recurrent complaints, then a significant event would be raised so that these can be investigated.

Bob asked how many significant events there had been. Moira confirmed that there were 217 in the last two years since recording of these began. These are all categorised with a red/amber/green system. Green being lower concern, red being highest. The vast majority are green. Staff are encouraged to report significant events so that the practice can make improvements.

An example of change following significant events – an option has been added to the Klinik form to ask what type of response the patient would prefer. For example, face to face, telephone call, message, etc.

Moira will report back to the PPG with further complaint and compliment information.

Lee suggested that the compliments could also be put onto the PPG board in the waiting room.

Iain spoke about the green initiative and very thorough consideration and ideas that he had. Lee said that he will put Iain in touch with Lizzie Scully so that things can begin to be organised.

Following a conversation with Elaine and other staff members, Lee put forward that the PPG dates be more varied in the coming months and fix dates for the next four months. There are various days that members cannot attend. Bob will come back to Lee with some proposed dates.

Lee will put the PPG application form on the surgery website. It was also agreed that the PPG section of the site would be reviewed at the next meeting.

General Practice Iceberg. Some discussion was held regarding this. Lee agreed that he would put together a Leatside specific version of this.

The meeting closed at 8.05pm.