

**MINUTES OF THE HAMPTON HILL MEDICAL CENTRE (HHMC)
PATIENT PARTICIPATION GROUP (PPG) MEETING
WED 8th JANUARY 2025, 18.30 hrs, HHMC WAITING ROOM**

Attendees:

- PPG Committee members and patients - Alison Young (PPG Chair and minute-taker), Shara Ross (Co Chair) Robert Piper, Chris Saul, June Collins, Angela Thomas
- From Hampton Hill Medical Centre (HHMC) - Dr Babeeta Staples (Partner), Dr Anjee Sekhon (Partner), Dr Amy Hill (Trainee GP), Deborah Murphy (Practice Manager), Rosemarie Page (Operations Manager)

Apologies – Anita Fox (Committee Member)

The Minutes from the previous meeting were accepted.

THE HEALTHWATCH AND FRIENDS & FAMILY SURVEYS (presented by Dr Amy Hill)

The most recent Healthwatch GP Survey was conducted well before the full introduction of the Triage system (the system to request an appointment, raise a query or send a message via the practice website). Only 116 patients from HHMC took part.

- The main issues for HHMC were about how people access and communicate with the practice.
- While there was an appetite for using digital methods to get in touch, respondents wanted to retain phone access to the practice as well.
- There was a lot of dissatisfaction with the '8am scramble' to get an appointment.
- Respondents said they preferred to keep seeing the same GP as this gave them continuity during their treatment process.
- There was a high level of satisfaction with the services provided by 'other' clinical staff e.g. nurses, in-house pharmacist etc

The Friends & Family Survey results for the past two months show a much higher level of satisfaction compared to feedback from the Healthwatch Survey, possibly due to the smooth and successful introduction of the online Triage system since that much earlier questionnaire. There is still some dissatisfaction with the length of time it takes to get through on the phone but respondents who have used the Triage system are very pleased with it. Feedback is discussed 'in house' with special attention given to any patterns. However as feedback is anonymous, sometimes it is difficult to get to the core of the issue.

UPDATE ON THE TRIAGE SYSTEM (AND APPOINTMENTS IN GENERAL)

The number of patients using the Triage system continues to rise and the vast majority of appointments are now booked in this way.

- Compared to December 2023, the number of telephone calls in December 2024 was 800 lower (down from 3500) but each of these calls is taking a little bit longer (the wait time to get through is on average 2 – 3 minutes) because support staff are keying the queries into the Triage system for patients. Typically there are more queries/requests over the winter months.
- The wait time to get a non-urgent appointment has dramatically decreased (availability is typically 1 – 2 weeks, depending on the level of demand), while most of the more urgent cases will get a same-day telephone or a face to face appointment (depending on need and availability)
- There is always at least one support staff member on duty to sort through the online queries, plus a GP to decide on what action should be taken. The number of doctors and staff managing queries depends on how many enquiries are coming in, Mondays

always being particularly busy so there are more people covering. Agreed templates for support staff to use when responding to patients are in place.

- A new feature is that when a patient is asked to attend the practice for a non-urgent appointment, they will often be given a choice of times and GP via a booking link, so the patient can book a slot that suits them.

Importantly, the number of 'did not attends' has reduced steadily, thus making better use of GPs' and Nurses' time and saving unnecessary cost. We asked why text reminders seem to have stopped – there is a limit to the number of texts included in the current phone package.

The 'Hub' (at York House and Essex House) is still used for Saturday appointments (for those who can't get to the practice during its normal opening hours or there is a need to see a patient urgently over the weekend, but patients have to request this) and there is a 'paediatric' hub available on weekdays for over-spill appointments

HHMC's PLANS FOR 2025

- Three trainee GPs will be returning to hospital for their final year, and it is hoped that three more trainees will be taking their place - this is part of the West Middlesex scheme for training GPs
- Rosie Page (Operations Manager and an invaluable support to the PPG team!) is going on a year's maternity leave in March. Her role will be divided out and covered by several staff at the Practice with Deborah Murphy covering her role with the PPG.
- There will be more 'group' consultations after the first one (for patients with asthma) went very well. These will be quite small groups of patients who are happy to join a group discussion, with the ability to ask questions and share experiences. Future topics being considered are breast health awareness and diabetes.
- Following a sing-along at Christmas, HHMC are looking to form their own choir as a way of looking after the wellbeing of staff.

NHS REFORM PLAN - *announced the week before the meeting*

We all agreed it sounds wonderful, but where is the money (and resourcing) coming from? Will it put an even greater burden on GPs, who are already under pressure and will be badly hit by increases to NI contributions (that do not affect hospitals)? NB This proposal is still at the consultation stage - with very little consultation before the announcement. There is a high level of cost to introduce diagnostic centres but GP surgeries, including Hampton Hill, have been approached and measured up to look at the feasibility.

MATTERS RELATING TO THE PPG

- Shara Ross has agreed to be the PPG's Co-Chair with Alison Young, with Shara having a particular focus on our PPG Meetings while Alison will continue to attend and work with the Richmond PPG Network (covering all the PPGs in the Borough).
- We need to raise awareness of the PPG and how it benefits patients and the practice, thus also encouraging patient involvement. To that end we will be putting new material on a noticeboard at the practice, designing a poster, and hope to promote the PPG at HHMC events such as lunchtime talks and vaccination days
- **In particular, we would like to engage with parents of young and school-age children and with young adults (as the views of these people are often missing from our meetings).**
- Information about the PPG (what it does, how to get involved) is available on the practice website and will soon be on the noticeboard as well.
- **We agreed to hold at least 3 PPG meetings each year with dates announced in advance.** PPG meetings for the rest of 2025 will be held at 6.30 pm in the practice waiting room on (1) Wednesday 14th May pm (2) Wednesday 8th October.

The meeting ended at 8.15pm