



AIRE VALLEY
SURGERY

Patient Participation Group

Thursday 15th June 2023

Aire Valley Surgery, Yeadon (Silver Lane Practice)

MINUTES

Attended:

Aire Valley Surgery:

Victoria Johnson – Practice Manager (Chair)

Katie Taylor - Advanced Nurse Practitioner

Simon King - Advanced Nurse Practitioner

Helen Colligan - PA to Higher Management (Minutes)

PPG Members

Emily (EE)

Frank (FJ)

Rita (RS)

Julie (JB)

Laraine (LR)

Fiona (FT)

Brenda (BT)



1. Welcome

Victoria welcomed everyone to the meeting and explained the plan for today`s meeting was to firstly re-cap on the last PPG meeting and discuss today`s topic which is referrals.

2. Format of Minutes

Victoria asked if everyone was able to access for minutes sent out (sent out in PDF form). The group confirmed that was fine.

3. Recap of last meeting

Appointment System

Victoria asked the group how they were getting on with the new appointment system.

Laraine described how recently she submitted the online form and received a telephone appointment with an appointment for the same day.

Julie said she had recently received a text message informing her of an appointment that she wasn`t aware had been booked. She contacted Reception who also were not aware of this appointment. Julie requested that Reception look into this and contact her back to inform her if she needed to attend such appointment or not; she has not received any confirmation.

Julie also said that she seemed to be getting booked for a lot of Clinic A appointments. Katie explained the year runs from April 1st – March 31st which could explain why this may be happening. Julie said she had received three Clinic A appointments from December 2022 – March 2023.

Rita asked what a Clinic A appointment is. Katie explained to the group what these appointments entail.



Victoria explained the process of inviting patients in for their Clinic A appointments.

ACTION

Katie to look into why Julie is being booked for so many Clinic A appointments.

Brenda said that on the online form there is still not enough word allowance for patients to explain their problem properly.

Fiona said that she has been struggling to use the online system on both her phone and her iPad. She said that when she has completed the form and goes to submit it, all the information is wiped. Victoria said she will look into what software the online system is compatible with so that she can make patients aware. Frank said once you have submitted a form online you are given the option to give feedback to Accurx regarding your experience using the system.

Frank said that he believes the text system is working very well. He has only had one glitch where he received two text messages for an appointment; the second message stated “this wasn’t an appointment” which caused confusion. Victoria asked if Frank had requested an appointment with the Pharmacist recently. Frank confirmed he had. Victoria therefore confirmed that the reason for this will have been that Frank has been added to a list for the Pharmacist to call back.

Brenda said that on Monday she contacted Reception and was on hold for 25 minutes. Victoria asked what time of day this was. Brenda confirmed that it was approximately 13.30. Victoria explained that Reception have their hand over time then which could account for the delay in the phones being answered. Brenda also said that when she was able to speak to a Receptionist she had to fight for a face to face appointment.



Simon explained to the group how the Practice is going to start offering majority of face to face appointments.

Brenda said that on the phone it says you can press option 2 to speak to the Secretaries, but when you select this option you still go through to Reception.

Victoria told the group that she has shortened the greeting message to 16 seconds from 2 minutes, as she was aware that it was a little lengthy.

Emily said that when her appointments are being rescheduled she is just being sent a text message, there is no option to agree a suitable time. Victoria explained that this is the case when a patient requests to see a particular clinician. Unfortunately, the Accurx system does not allow patients to book their own appointments AND choose the clinician they wish to see. Emily said it would be better than to contact the patient by phone to arrange the appointment verbally.

Waiting Room

Victoria is aware that there are issues with the automatic doors closing too soon and sometimes trapping patients. Victoria is trying to fix this. In particular, the door at Yeadon is broken as it has been battered by the weather. Engineers have been out to try and fix it and unfortunately it needs to be replaced. Victoria is going to look into installing a wireless door bell so that patients can ring for help if needed.

Brenda said that she finds it difficult to know where to wait in the waiting room – there is no designated space for wheelchair users. Victoria will look into putting some vinyl on the floor for wheelchair users.

The group said that sometimes in the waiting room it can sometimes be sensory overload, with the radio being on too loud and other patients talking. Victoria explained that the purpose of the radio is to



soundproof the clinic rooms. Without the radio there is a risk that patients in the waiting room could hear conversations in the clinic rooms which breaches confidentiality. Brenda asked if its possible to have a quiet space for patients to wait.

Unfortunately, this is not always possible due to all the clinics rooms being in use. Victoria asked whether it would be helpful if the choice of radio station was something more soothing or if the television played short educational videos.

Fiona said that she has found that when patients are being called through via the screen, the sound is very quiet, and the patient is only called once. This makes it very easy to miss.

Frank said that the front reception computer at Rawdon is very unfriendly for patients as all you can see is the back of the computer with the Receptionist sat behind it.

Brenda said the touch screen was too far away for wheelchair users to be able to use.

Staff

Victoria asked the group how they found staff attitudes to be.

Brenda said that the staff seem very friendly.

Emily said she continues to battle with Reception for face to face appointments with specific clinicians.

Frank said Receptionists should be answering the phone with a smile. Patients are able to “hear” the smile in the person`s voice.

Victoria confirmed that Reception will be attending a customer service training. They are being encouraged to ask the patient`s name and date of birth as soon as they answer the phone. Helen has spoken to Sally Walton (Reception Manager) and asked what their current script is. Sally has confirmed that this has recently been discussed at a team meeting with the Receptionists and the script



has been updated to, “Good morning / afternoon, speaking. Can I please take the patient`s name and date of birth”. This script will be printed and placed near the Reception computers for them to recite.

Covid Vaccinations

Victoria told the group that the Practice will only be offering covid vaccinations to the end of June.

Julie asked how patients are selected. Victoria explained that she pulls a report on the computer and Katie goes through them to exclude any patients who aren`t eligible. The Practice are currently focusing on patients that are 65 + and immunosuppressed.

4. Referrals

Victoria explained to the group that a referral is when your care is transferred to another service for further management.

Frank said that his wife was referred for an x-ray which she attended the hospital for but then preceeded to receive reminders for from the Practice. Simon explained that when a clinician orders a test, they can set up automatic reminders on Accurx to remind patients to attend.

Frank said that when a patient is told to have a blood test they are given the option of booking an appointment with the Practice or attending a walk in service at Wharfefale Hospital. Frank is not sure that the hospital will have been told what bloods he needs. Fiona explained to Frank how the bloods are requested on a hospital system called ICE, so it is all sent electronically.

Julie said that her referrals have always done in a timely manner but that the hospital waiting times are too long. Helen explained that this is a trust wide issue, resulting from the covid pandemic. The



secretaries are able to ring the hospital to check waiting times. If patients' symptoms worsen they are encouraged to speak to a clinician to get an expedite letter.

Brenda said she has been waiting a long time for a urology appointment following a referral in May and is considering going private. Helen said she would look into this and give her a ring to discuss the following day.

Victoria asked the group what the Practice could do to help with referrals.

Emily said it would be helpful if the Practice could be honest at the get go about waiting times. It would also be helpful if patient's were given average waiting times.

5. Test Results

Brenda said she looked on the NHS app and found that one of her test results were abnormal. She contacted the Practice to request an appointment with a Nurse – unfortunately she had to wait a long time for this appointment. Katie explained that she has been working really hard to lower her waiting times for an appointment.

Katie explained that there are currently two Practice Nurses but they have certain skill sets which explains why sometimes appointments can only be booked with certain Nurses.

6. Doctors Update

Victoria shared with the group that the Practice are going to be welcoming three new Doctors.

Victoria also told the group that unfortunately Dr Naidoo has left.

Julie said it would be interesting to know what specialities Doctors have. Victoria explained that sometimes this can be difficult. Some



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Doctors have interest in certain areas, but they are not specifically trained.

The next meeting will be scheduled for September at Rawdon.

Victoria is hopeful that some of the pharmacy team will be attending.