



Minutes of Hampton Medical Centre – Patient Participation Group

Date: 16/01/2025 18:45 pm

Present: David Fear, Allison Wenlock, Georgia Setchfield, Perry Ludlow, Graham Cooper, Sue Cooper, Tameera Rahman, Anna Ross, Samantha Collins

Summary

- The meeting focused on the roles and responsibilities of the general practice assistant, Georgia, who assists with various clinical and administrative tasks, including smoking cessation, weight management, and managing medical students.
- There was a discussion on the refurbishment of the practice, which includes creating additional clinical rooms and ensuring compliance with regulations. The project is progressing well, with minimal disruption to patients.
- The new build project has been approved at the expression of interest stage, with further steps required before final approval. The timeline for completion is estimated to be two to three years.
- Telephone system improvements were reviewed, showing positive trends in call handling and patient satisfaction. The practice is working on increasing feedback through various methods, including QR codes for Google reviews.
- The practice is planning to conduct a detailed patient survey to gather more comprehensive feedback on patient experiences, with volunteers encouraged to assist in the process.

Other facts

General Practice Assistant Role

- Georgia assists various parts of the surgery, including doctors' administrative tasks.
- She runs her own clinics, conducting blood tests and ECGs alongside the healthcare assistants.
- She assists in coil clinics and minor surgeries.
- She conducts smoking cessation sessions for patients to help them stop smoking.
- She refers hypertensive and diabetic patients to digital weight management programmes.
- She handles additional tasks such as diabetic eye screening and smear recalls.
- Georgia manages the medical students, arranging their placements, accommodation, and schedules.
- She also works in reception and manages clinical rotas.
- There is only one General Practice Assistant in the surgery.

Medical Student Programme

- The surgery hosts medical students from Cambridge, Leicester, UCL, and ICL.
- Georgia manages the medical students, acting as their point of contact and support.
- Students are in Year 3 and Year 5, with placements varying from two weeks to six months.



- Initially, students shadow different parts of the surgery to understand how it operates.
- They then hold their own clinics, conducting telephone consultations and seeing patients under supervision.
- The practice has increased its intake of medical students this year.
- Providing accommodation and managing student preferences is part of Georgia's role.

Estates Update

- Refurbishment work is ongoing at the practice to create three additional clinical rooms.
- Two clinical rooms are being constructed where the training room was, and another from the pharmacy office.
- The refurbishment includes compliance updates like installing sinks in clinical rooms and hard flooring.
- The practice is planning a new build and submitted an expression of interest in December.
- Despite initial doubts about funding, the expression of interest has been approved.
- The next step is the Project Initiation Document (PID) stage, pending approval of project costs.
- External assistance will be sought for the PID due to the workload involved.
- The land purchase for the new build is proceeding, but specific details are confidential until agreements are finalised.
- The anticipated timeframe for moving into new premises is two to three years.

Telephone System Data

- The practice has been monitoring telephone data over the past few months.
- Abandoned call rates are decreasing, indicating improvement.
- The number of answered calls is increasing, showing staff are becoming more efficient with the phone system.
- Missed calls are decreasing as staff are answering calls more quickly.
- The callback system is successful, with patients opting for callbacks.
- December showed a dip in callback numbers, possibly due to the Christmas period.
- Staff are being trained to make better use of the phone system to improve patient experience.

Patient Feedback and Surveys

- The practice collects patient feedback through the Friends and Family Test and Google reviews.
- Average ratings over the past few months are around 4.2 out of 5.
- The practice responds to Google reviews, both positive and negative, to improve patient relations.
- There is a plan to roll out a new patient survey in the next few months.
- Volunteers are being sought to help encourage patients to complete the survey in the waiting room.
- Ideas such as using QR codes for Google review links are being considered to increase feedback.
- There was discussion about using external companies to boost the number of Google reviews.



- Ensuring patient confidentiality and appropriate use of data is a key consideration in feedback methods.

Action Points & Next Steps

- Proceed with the Project Initiation Document (PID) for the new build, with external assistance.
- Implement the patient survey, seeking volunteers to help in the waiting room.
- Investigate methods to improve patient feedback collection, such as QR codes or external services.
- Review and update the waiting area, considering the number of posters and the use of TV screens.
- Ensure the blood pressure monitor is working properly before sending out texts requesting its use.
- Consider publicising improvements and responses to patient feedback to enhance communication.
- Continue monitoring telephone data to further improve patient access and satisfaction.

Any Other Business

Date of Next Meeting: Thursday 1st May