



Mendip Vale Medical Group  
Your Health, Your Care, Your Medical Group

**MENDIP VALE MEDICAL GROUP PATIENT PARTICIPATION GROUP MEETING**  
Wednesday 14<sup>th</sup> June 2023, 1.30pm

<b>PPG Attendees</b>	Geoff Matthews	Chair
	John Gowar	PPG Member (PPL)
	Heather Pitch	PPG Member (PPL)
	Maureen Hutchinson	PPG Member (PPL)
	Linda Brimecome	PPG Member (Riverbank/St Georges)
	Janet Beckett	PPG Member (Riverbank/St Georges)
	Sandra Dunkley	PPG Member (Riverbank/St Georges)
	David Miller	PPG Member (Sunnyside)
	Joe Norman	PPG Member (Sunnyside)
	Alan Hunt	PPG Member (Yatton and Congresbury)
	Diane Haynes	PPG Member (Yatton and Congresbury)
	Jane Clarke	PPG Member (Yatton and Congresbury)
	Leonie Allday	PPG Member (Yatton and Congresbury)

<b>MVMG Attendees</b>	David Clark	Managing Partner
	Dr Joanna King	GP Partner
	Kim Rogers	Business Support Manager
	Lois Reed	Comms and Engagement Manager
	Leigh Vowles	North Somerset Area Manager

<b>Apologies</b>	Barry Blakley	PPG Member (Yatton and Congresbury)
	Mary Adams	PPG Member (Yatton and Congresbury)
	Sheila Williams	PPG Member (Riverbank/St Georges)
	Sarah-Jane Vowles	PPG Member (Riverbank/St Georges)
	Georgie Bigg	PPG Member (PPL)
	John Ledbury	PPG Member (PPL)
	Trevor Smallwood	PPG Member (PPL)
	Andrea Levett	PPG Member (PPL)
	Bev Cockerill	PPG Member (Sunnyside)

### Action Points Summary

Item	Action Taken By	Action Description	Completion Note
3	LR/GM	eConsult to remain on future agendas	
4	LR/GM	Review Social Prescribing at end of year	
7	LR	Support from PPG members to be arranged	
8	JG	Monthly updates to be circulated	
10c	DC	Updates on Congresbury when available	
4	LR/ CD	Update telephone message with new Covid Update	
7	LR	Clinician/ Team Photos on Website	
AOB (f)	GM	Information flow chart	Completed
3a	LV	Percentage of patients the surgery fails to reach contact with after two attempts.	

## Minutes:

Item	Description	Action
1	<b>Apologies</b>  Georgie Bigg, Sheila Williams, Trevor Smallwood, John Ledbury, Barry Blakley, Leonie Allday, Sarah-Jane Vowles, Bev Cockerill, , Andrea Levett	
2	<b>Minutes of Previous Meeting</b>  Query raised to amend the April Minutes with the correct date.	
3	<b>3a. Summary of progress and results from MV</b>  <b>System updates on eConsult</b>  Leigh Vowles provided an overview of the recent internal updates to the eConsult system, including the introduction of a Smart Inbox. The Smart inbox enables all online submitted eConsults to be directly imported onto the patient record, enabling Mendip Vale to organise and manage requests more productively The Patient record system and eConsult are now integrated meaning, we no longer must manually upload the information onto the patient record. Additionally, the Smart Inbox organises the different patient requests, the team no longer must create tasks and filter through admin and clinical requests. The biggest benefit is that eConsults are ready to be triaged by a clinician as soon as they have been submitted. This has saved the team time, turning around patient requests quicker and offering patients an appointment faster.  Although we are encouraging all patients to complete an eConsult form online, we understand that this isn't possible for all patients and still offer paper eConsult forms. 10% of eConsults are still submitted by paper form, with 1010 eConsults submitted (5th-9th June) online and continue to contact patients within the 72-hour deadline. Appointment availability varies depending on the type of clinician; however, appointments are available from 2 days to 2 weeks with a clinician.  Alan Hunt questioned if patients need to complete an eConsult form to see a regular nurse/ HCA routine appointment. In response Dr King confirmed that patients are still able to book these appointments in advance (3-4 months) by completing an eConsult form, a receptionist can do this on patients' behalf. However, Dr King advises that recent government announcements, that all appointments must be booked within 2 weeks, means the system may have to change to adhere to government KPIs. We will keep the group updated regarding this.  John Gowar questioned how patients follow up with the same clinician for an appointment. Dr. King confirmed that patients can request to see a specific clinician by naming them in the eConsult form. Additionally, the triage team will review who that patient has seen previously and make an appointment with them if it is about the same problem.  David Miller questioned how many times a patient is contacted by the surgery. Leigh Vowles confirmed that within the 72-hour period, the surgery will attempt to contact a patient twice. If the surgery still can't contact the patient, then a text message or email is sent to the patient with information on who they need an appointment with and to call the surgery. The eConsult is left open and it is left to the responsibility of the patient to get in contact. David Miller has requested for the next meeting, the percentage of patients the surgery fail to reach contact with after the two attempts.	Leigh Vowles

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Jane Clarke questioned when the 72-hour contact turnaround starts. Leigh Vowles confirmed that the 72 hours to contact patients starts from the time of submission, between 8 am -6:30 pm, excluding weekends.

### **Appointment flow chart**

Geoff Matthews explained that the appointment flow chart shows the process patient enquiry goes through from first contact from Patient Co-Ordinators to the result for urgent care and routine appointments.

John Gowar questioned, that if a patient phoned for urgent care, but the urgent care team assess the problem as a routine appointment, how is the patient contacted? Dr. King confirmed that the duty doctor will assess the duty list and triage accordingly. If the duty doctor assesses the problem as not urgent, they will request the duty senior receptionist to contact the patient including instructions on the correct appropriate help.

Geoff Matthews highlighted that whether the enquiry is routine or urgent the triaging is conducted by a clinician.

David Clark advised that the current appointment type is 60% routine appointments and 40% urgent care, but this can vary depending on bank holidays and weekends.

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### **3b. Telephone Call Statistics**

John Gowar explained that the telephone data had not changed significantly, with the impact of the Bank Holidays in May showing a slight deterioration in operated delay time from 3 minutes 38 seconds in April to 4 minutes in May. There was a slight increase of calls reaching responder lines 15,845 calls in May compared to 13,867 calls in April. eConsult shows considerable benefits to phone lines as evidenced in the data and is hopeful that the discrepancies in May won't become a trend.

John Gowar continued to explain that during the peak times in the morning, patients are still waiting roughly 6 minutes to speak to an operator, which is significantly better than before the implementation of eConsult. Geoff Matthews confirmed that in comparison to a few months ago and to last year the numbers have substantially improved which is encouraging.

Leigh Vowles advised that in addition to Bank Holidays, there was an outbreak of Covid amongst staff in one of the surgeries and the clinical system was down nationwide for one day, both of which would affect telephone lines.

Janet Beckett advised that the phone message is repetitive hearing the main message initially and again when choosing a direct line option. Lois Reed advised that this shouldn't be happening and there should be two separate messages so will follow up for the next meeting.

Lois  
Reed

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### **3c. Questions/comments from PPG members**

Geoff Matthews asked members for feedback and comments they have received from patients regarding eConsult.

Alan Hunt has received feedback from patients who are struggling to use eConsult despite being computer literate, completing the form so far before they cannot get any further. Dr. King advised that if a patient enters certain symptoms, the system will stop the patient from completing the form and direct them to call the surgery or another service. This is a safety feature.

Maureen Hutchinson's feedback that some questions require the patient to put 'yes' or 'no', this isn't always appropriate as some symptoms patients may only get some of the

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time. David Clark advised that the eConsult team on their website always welcomes users to provide feedback.

eConsult webpage for patients for more information: <https://econsult.net/nhs-patients>

Leave a review or feedback directly with eConsult: [Rate eConsult Health Limited \(trustpilot.com\)](https://www.trustpilot.com/review/econsult.net)

David Miller advised that the usual comments on a phone call have now gone, with a begrudging acceptance that eConsult is a move in the right direction. The consensus feeling is that patients find it clunky.

Geoff Matthews asked if anyone from Mendip Vale is gathering patient feedback to propose to eConsult. Dr King said that Mendip Vale provide the feedback to the regional groups who have collated information for NHS England who will negotiate with companies such as eConsult to make changes to their framework. David Clark added that they are also looking at other systems to replace Emis to be more efficient. There is always a new system being developed that is up for tender, but none of them is perfect with areas to improve; it is assessing which system is the right one for achieving most of Mendip Vale's needs.

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#### 4 **Statement on Congresbury Surgery**

David Clark explained that he is currently waiting for ICB to come back with options on available solutions for Congresbury Surgery and providing a service in the area. Ideally, Mendip Vale would have liked ICB to fund a new branch at Smallway (this would cost £4.3 million) but unfortunately with available funding, we are currently evaluating options for the site. The communications explain this, including how the building is not viable/ fit for use in its current state and to make those changes would cost a significant amount of funding which isn't available.

It was discussed amongst the group transportation services for patients who are unable to use conventional public transport at Congresbury to Yatton and Langford Surgeries. As seen attached, a list of local transport links for patients to use including a car service provided by Mendip Vale.

Blue Congresbury Community Transport: 01934 257247

WESTlink On-demand Bus service is a new service in North Somerset providing a transport service for those in rural areas. Mendip Vale surgeries are now virtual bus stops. Patients are to ring WESTlink before their appointment to arrange to pick up and drop off - at 01174578561. <https://travelwest.info/westlink/>

Lois Reed confirmed that patients can access all transport information on the Mendip Vale website: [www.mendipvale.nhs.uk/care-and-support/patient-transport/](http://www.mendipvale.nhs.uk/care-and-support/patient-transport/)

Lois Reed said that the PPG feedback was valuable for the first draft of the statement; all comments were considered, and the final draft was amended accordingly. Patients can access the statement on Congresbury surgery on the Mendip Vale website homepage.

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#### 5 **Patient Feedback sub-group meeting**

Lois Reed confirmed that the PPG Subgroup met on the 12th of June to finalise the patient feedback survey. The survey consists of 12 questions asking about quality of service, communication, and patient experience. The survey will run from the 1st of July until the 1st of August, distributed via different channels, including digital surveys, on the website, social media, and patient newsletter. <https://www.smartsurvey.co.uk/s/patinetfeedbackmv/>

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Paper surveys will be available for patients to complete either whilst they wait or to take home. Patients are to submit these in the black feedback box's location in Receptions.

For PPG Members who wish to visit surgeries to hand out surveys in waiting rooms, please collect the pack from reception. This pack will include instructions, name badges, surveys, and pens. Please organise your surgery PPG or inform Lois Reed when you plan on visiting the surgery, so the Surgery Manager is informed of your visit. Please visit the surgery between Wednesday and Friday only.

With the patient feedback, we will provide a report on our findings, including what Mendip Vale is doing well and areas of improvement, and provide strategies on the initiatives to improve the patient experience. There will be the intention to repeat it at intervals to track patient experience – particularly in those areas where improvements have been sought.

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## 6 GP Standardised Website Project

Lois Reed advised that Mendip Vale has finished their digital workshops with the NHS and a digital company called Spindogs. The pilot scheme is now conducting digital workshops with the patient group to discuss patient experiences to gain perspectives from users; problems patients have encountered with Mendip Vales's current website; elements of a website they would like to see integrated within the new one and to provide constructive suggestions. Mendip Vale has three members of the PPG involved with the pilot scheme. If anyone else would like to join, please let Lois Reed know and she will pass your information on to the pilot scheme team.

The website developers have created a mobile mock-up of what the website could look like, amending the colour and logo to Mendip Vale branding. <https://projects.invisionapp.com/share/7N1390HUV2BR#/screens/473338113>

Patient survey – trusted sources

A short communications survey for patients is now available. It asks about trusted sources of health and care information and how they receive communications from their practice. The results of this will help us target our communications resources when deciding how best to promote the new website. <https://jointheconversation.scwcsu.nhs.uk/patient-health-communications-survey>

Lois Reed confirmed that the website development is on track for a November deadline.

Health Pitch provided feedback from the patient group within the pilot scheme. Heather likes that there will be consistency across the new website and the digital company are positively responding to the patient group feedback.

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## 7 Any Other Business:

### **Reception unattended:**

Heather Pitch provided feedback from a patient regarding her experience of having no receptionist at the welcome desk. David Clark was disappointed to hear this, as reception desks are to be manned all the time. Heather will email Lois with the details so the Surgery Manager can investigate the situation to ensure this doesn't happen again in the future.

### **Langford Gardens:**

It was noticed that some of the surgery gardens need tidying up. David Clark confirmed that the maintenance team is responsible for this task however they have been busy

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with redecoration at another surgery so haven't had the time. Mendip Vale is happy for the PPG/ volunteers (as they do at Sunnyside) to help to maintain the gardens.

In recent developments, Lois Reed confirmed that she has spoken to Sarah Stammers for the social prescribing team to supervise the project. Please keep an eye out for updates regarding this.

**Self-Health Kiosk:**

Sandra Dunkley reported that the height measurement is not working correctly in St Georges Surgery, measuring her height significantly shorter compared to her genuine height. Lois Reed confirmed that all kiosk machines will be checked.

Lois  
Reed

**Aging Well:**

Dr King confirmed that the Aging Well funding has been pulled from CCG however, Dr Jenkins is still passionate about the project and access for patients within the practice internally. Dr. King suggested that Dr. Jenkins could provide an update on the scheme at the next meeting.

**Flu vaccinations:**

David Clark confirmed that Covid vaccinations will not be offered to patients under the age of 65, with criteria for flu vaccination reverted to over 65s and those classed as at risk.

**Mendip Vale parkrun Takeover - Saturday 15th July!**

The NHS is celebrating its 75th anniversary in July this year and to mark the occasion, parkruns are holding a special event to recognise the contribution that the NHS makes to the health of the nation. On Saturday 15th July, Mendip Vale is hosting a volunteer takeover. If PPG members would like to volunteer, please get in touch with Lois Reed who will be able to add your information to the relevant team.

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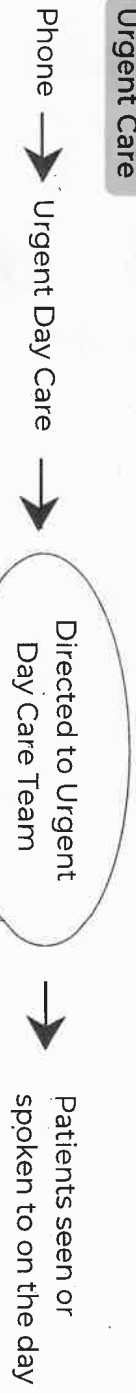
8     **Date of next meeting:** August 16<sup>th</sup>, 2023, 1.30pm

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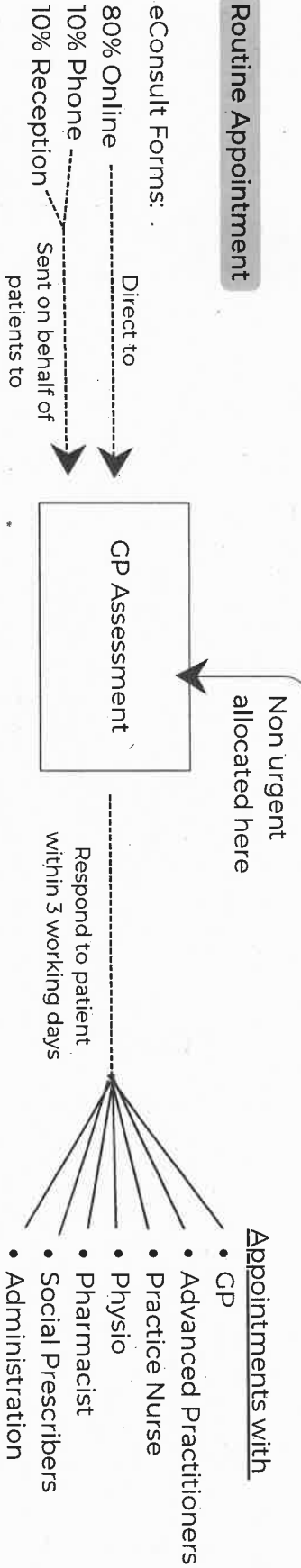
# Responders Actions



## Urgent Care



## Routine Appointment



Normally seen or spoken to in 2 days to 2 weeks

### WVMP Telephone Call Statistics 2022/23

	Calls unable to get a line	Calls connected to call centre	Calls reaching responder lines (a)	Calls answered by a responder (b)	Abandoned calls	% abandoned	Mean operator delay time $t_b - t_a$
<b>2022</b>							
January	18,827	30,771	20,745	16,665	4,080	19.7%	6m 26s
February	21,361	28,814	19,994	16,184	3,810	19.1%	6m 04s
March	36,335	34,106	23,327	18,746	4,581	19.6%	5m 29s
April	23,567	30,450	20,028	15,666	4,362	21.8%	6m 11s
May	25,714	30,991	20,657	17,308	3,349	16.2%	5m 17s
June	25,046	30,185	19,018	16,922	2,096	11.0%	3m 51s
July	34,161	30,046	19,623	16,991	2,632	13.4%	4m 44s
August	33,713	30,047	21,053	17,301	3,752	17.8%	5m 53s
September	38,327	35,166	22,730	17,511	5,219	23.0%	7m 04s
October	40,403	33,862	21,234	16,631	4,603	21.7%	6m 18s
November	35,441	31,264	20,500	17,851	2,649	12.9%	4m 38s
December	28,964	33,432	18,749	14,417	4,332	23.1%	9m 01s
<b>2023</b>							
January	9,630	30,261	18,372	16,185	2,187	11.9%	4m 17s
February	11,249	26,342	16,583	15,464	1,119	6.7%	2m 43s
March	4,943	29,588	18,433	16,974	1,459	7.9%	3m 03s
April	3,065	22,917	13,867	12,509	1,358	9.8%	3m 38s
May	4,284	20,260	15,845	13,991	1,854	11.7%	4m 00s



## Local Transport Schemes for Medical Appointments

### Banwell - FISH Scheme

01934 823749 or 07449 146185

### Churchill & Langford Hospital Car Scheme

01934 853081 (Kate) or 01934 852589 (Trevor)

### Congresbury Carers (also Cleeve, Claverham and Hewish)

01934 834 663

### Sandford Helpline

01934 820300 / 01934 822174 / 01934 822030

(They request that you do not leave a message, instead try another number or try again later)

### Shipham Community Car Scheme

01934 844176 (co-ordinator Sue Hucker)

### Winscombe Contact Scheme

07888 812398

### Wrighton Helpline

07783 046437

### Yatton Yeo Valley Lions

01934 832684 (valid until June 2023)