

MARPLE COTTAGE & GUYWOOD PRACTICE
PATIENT FORUM MEETING
5:30pm on Wednesday 31 October 2023
Virtual Video Meeting

Practice Attendees: Tom, Johan, Dr Wise

Practice Apologies: Ruth

Patient Forum Attendees: PN,CN,SS,CS,EM,PP,RW

1. Introductions
2. Chairperson – Tom
3. Practice update

(a) Flu / Covid autumn campaign (5682 Vaccines given so far)

Practice have been working to deliver seasonal vaccination programme.

Aged 65 & over - currently 85% have received their vaccination

Aged under 64s – currently lower than normal uptake, practice to encourage those to book their vaccination as soon as possible.

Practice to look at adding further clinic dates and increase telephone call invitations recall.

Influenza Vaccinations	UPTAKE	Vaccinated
Over 65	85.71%	2298
18 – 64	57.22%	856
Under 18 at risk	38.46%	148
Aged 2 & 3	62.71%	148

COVID Vaccinations	UPTAKE	Vaccinated
Aged 16+	60.98%	2335

(b) Patient Feedback:

(i) Friends and Family Test results and improvement.

The NHS Friends and Family Test (FFT) is an important feedback tool that allows people who use NHS services the opportunity to provide feedback on their experience. The FFT runs continuously and patients can submit feedback online, in the surgery, or via SMS text message following their appointment with the Practice.

i. Practice Improvement Log – see [Appendix A](#)

(c) NHS app and Online Triage Promotion

DigiKnow – Local group to help those get online with digital skills, run by Starting Point

"There are [free group classes](#) across Stockport to help you get online and stay safe online. Many community groups also offer help with digital skills along with their regular activities. To find a group near you, use Stockport Council [online group directory](#)."

(i) [DigiKnow Drop-in Clinic at Marple Library on Tuesdays](#)

(ii) [Practice Drop-in Clinic held on Thursday 19 October](#)

*[Hosted by Ruth, Social Prescribing Link Worker \(Marple\) and DigiKnow](#)
[Helped >10 patients to get online using NHS App](#)*

(d) Social Prescriber – services / community working

(i) [Apologies from social prescriber – unable to attend](#)

(e) Breast Screening

(i) Breast Screening van currently inviting in Marple Area: Memorial Park

(ii) Women aged 50 – 71 every 3 years

(iii) If you have not received your invitation, contact 01625 661157 to pre-book an appointment. Appointment locations also available across Stockport and Cheshire East.

4. Actions from Previous meetings: -

<i>Action: Practice will provide update on FFT summary of anonymised responses and improvement actions at next meeting and add to website</i>

<i>✓ Improvement actions listed below</i>

<i>Action: TS to arrange Garden meeting, site specific in about 2 weeks' time to survey re: timings</i>

<i>✓ Garden Meetings attended at each site. Suggestions detailed below; Marple Design updated V2</i>
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<i>Action: RW to contact organisation e.g., Marple Art Group, MenInShed, to see if any possibility to help with the project</i>

<i>✓ Marple Art Group/MenInShed attended Marple Garden Meeting</i>
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<i>Action: RW to setup drop-in clinic in waiting room to help patients register for NHS App.</i>
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<i>✓ Drop-in Clinic 19 October 2023. Summary below;</i>

5. Practice Garden Project – See suggestions / design plan below:

The Practice is looking to renovate an area of land to the side of the premises in both Marple and Guywood to create shared patient / staff wellbeing area and garden. We are looking for suggestions and ideas, and if anyone would like to be involved in some way.

a. Marple – See [Appendix B](#)

i. [Design plan updated following initial Garden Meeting](#)

b. Guywood – See [Appendix C](#)

i. [NHS PS Meeting on 24.11.23 to discuss property / land restrictions](#)

[ACTION: JT to make contact with MenInSheds re: helping with build / project](#)

[ACTION: TS to create communication platform – e.g. Facebook Group](#)

6. Date of Next PF meeting:

TBC

[ACTION: Agenda to be sent out prior to meeting](#)

Appendix A: FFT Feedback Action Improvement Plan

Waiting notification	
<i>Front of desk could say if the doctor was running so many minutes late when we check in rather than after we have been waiting</i>	<i>Reception to inform patients if clinician is running more than 20mins behind.</i>
<i>It would help manage expectations to be advised if the GP's schedule is running more than 15 minutes late - e.g. by automated text, or when checking in for the appointment. Appreciate this might not always be possible.</i>	<i>Check in screen Marple repaired. Check in screen purchased for Guywood</i>
<i>maybe on arrival, if running late just give a quick estimated waiting time so people know they may be 10-15 minutes or longer? I know this could be difficult to manage so only a thought</i>	<i>Subsequently Marple check-in screen broken.</i>
<i>Warned me on arrival you were running 30 mins late?</i>	<i>Practice currently looking into acquiring new system.</i>
Premises	
<i>Instructions for using lift. Not intuitive!</i>	<i>Poster created to help/ lift instructions</i>
<i>Please find a way to stop the doors banging it makes me feel anxious</i>	<i>Practice to look at repair/adjust door closer</i>
<i>Disabled parking lots next to new surgery doors and lift.</i>	<i>under Practice consideration / review</i>
Patient comms / environment	
<i>Provide a map and directions to Marple Cottage Surgery.</i>	<i>To update SMS to see, if possible, to include map</i>
<i>I was not aware that the TV screen informed you when and where your consultation was. It would be good if this was communicated when checking in.</i>	<i>Reception to inform patients if clinician is running more than 20mins behind.</i>
TV screen	
<i>As I am deaf I could not hear the indicator on the screen tell telling me which room to attend</i>	<i>Practice has hearing loop available for those with hearing aids / hard of hearing</i>
<i>The music in reception is loud. Maybe something more relaxing would be appropriate.</i>	
<i>I wasn't able to see the screen which showed the doctor was ready for me. If it also announced the appointment someone with visual impairment wouldn't need extra assistance</i>	<i>Practice to look at alternative intercom systems, for Reception desks.</i>
<i>Turn music in reception down</i>	
Seating	
<i>Taller chairs in The waiting room.</i>	<i>Practice submitted bid for funding for new patient seating. As of Mid-October this was declined.</i>
<i>Provided a high rise seat in waiting room, I had a TLHR on 23rd June so am only 2 weeks in so couldn't sit on the low seats.</i>	<i>Practice is looking at alternative funding streams.</i>

Privacy	
<i>Make it easier to hear the receptionist somehow as the screens block a fair amount of noise and I dont like the rest of the waiting rooom hearing why i need to see someone</i>	<i>Chairs repositioned away from Consultations rooms, and TV system sound added.</i>
<i>Still no privacy at reception and doctors rooms upstairs have chairs outside their rooms so you can hear every consultation</i>	
<i>Make everywhere more private and put something more cheerful on the TV s its so depressing</i>	
<i>Make the surgery more private the reception area is not private at all and when waiting upstairs I could hear the whole consultation of the patient inside the doctors room, I find it very off putting</i>	<i>Reception created reason for appointment slips, if prefer to write down, rather than speak information.</i> <i>Team Meeting: discussed about offering patients to go to Reception door as Privacy area, or upstairs waiting area.</i>

Staff	
<i>Receptionists could be more cheerful and welcoming.</i>	Practice review / consider alternative intercom systems to aid hearing.
<i>I felt the receptionist I first spoke to was not one of the usual happy to deal with patients receptionist. He did eventually help with what I needed but I got the impression it was a bit of hassle and was waiting to go home</i>	

Appointments	
<i>Put more appointments online!</i>	Reviewed our appointment system and enable appointments for online bookable. Reviewed embargoes appointments when release to aide with demand.

Appendix B: Marple Garden Project

Pathway	Create paved accessible walkaway. Possibly reuse flags. Would need ground to be prepared.
Seating	Seating areas and benches around the edges of garden Look at bench buddy scheme / local sponsorships
Drainage	Urban drainage – don't think a problem, as to have pathway, but mostly soil / soft ground around outer garden.
Mural / Artwork	Mural art work on wall (link with Marple Art Group / schools/ local competitions)
Sheltered area	Create sheltered seating area for when bad weather
Sensory space and grow herbs	Create sensory space to grow herbs and plants
Plants/ Trees	Grow plants, bulbs, shrubs, fruit trees
“Cutting station”	To create designated cutting station, for donations of cuts to grow
Privacy	Create privacy area space – possible plants / shrubs to create privacy area and open plan areas
Water feature	Water feature towards end of garden to aid reduce sound from practice
Grants/ funds	Local sponsorship – eg sponsor benches RHS Grant? Lottery fund?
Local Organisations	Link up local organisations, for example: MenInShed, Marple Art Group
Budget	Once we have collated all suggestions and confirmed plan of proposed layout – we will review potential budget / local grants available.
Layout Plan	R attended and provided a sketch layout of Garden. R to update the layout plan for review

Appendix C: Guywood Garden Project

Area restrictions	How much are we able to use? Are we able to use the surrounding grass areas Is the path beside public footway?
Pathway	Prepare ground and have some flat paving, accessible to all
Seating	Create seating, which is low / accessible
Children area	Create smaller seating / table for young children
Fences	Could make use of green fences for growing vertical plants
Plants/ Shrubs	Low maintenance plants – perennials, small shrubs
Wildflower meadows	Create / grow wildflower meadow edge of grass areas
Sensory	Small area of herbs/ plants – not too many as to overpower the space
H&S	Not having objects too high. Low and so to deter climbing
Communication	How to communicate about plans – discussed about online forum / Facebook group
Local Organisations	Link up local organisations, for example: Schools/ nursery opposite Rewilding in Stockport – can help with design/free wildlife boxes/seeds Allotment in Oldham Possible landscape gardener friend who could help