

Patient Participation Group (PPG) Meeting

Meeting held at MyHealth Health Care Centre, Strensall.
Wednesday 30th May 2018, 6.30pm.

Present:

Dr Fran Matthews, GP Partner
Joanne Rowe, Managing Partner
Lucy Murdoch, Operations Manager
Liz Stenton, Practice Nurse and Clinical Lead
Lucy Wylie, Hub and Secretary
Ellie Cox, PA to Practice Manager (Minutes)

Mrs Jo Robinson
Mr Christopher Pitt

1. Welcome and Introductions

Lucy Murdoch (Operations Manager) opened the meeting, and welcomed the attendees and brief introductions of the Practice staff were made. Lucy explained that the patient turnout was unfortunately less than expected due to unavailability and sickness.

Lucy explained that previously the PPG meetings were held quarterly, and alternated between our Strensall and Stamford Bridge branches to enable a wider range of attendees. Unfortunately patient involvement dropped resulting in reduced demographic diversity and fewer meetings.

This meeting is the initial 'kick off' meeting to relaunch regular, consistent PPG meetings going forward.

2. Aims and Objectives

Lucy explained that the main aims and objectives of the PPG are:

- To provide a quality service with support of our patients
- To listen to patients and work with them to be responsive
- To improve and maintain standards
- To develop supportive networks
- To encourage patient involvement
- To improve efficiency
- To strengthen communication

One patient explained that it would be good to see the community spirit strengthened, and ensure the patients feel they have a voice and are listened to. This patient also highlighted the importance of patient education, and how patients can do more to help protect the NHS.

3. Terms of Reference and Group Etiquette

Lucy provided all attendees with the suggested PPG 'Terms of Reference' and 'Group Etiquette' to take away to digest the information. Lucy explained that these terms are not

set in stone, and if anyone has any suggested amendments, these can be discussed and agreed at the next meeting.

Question raised: A question was asked regarding the rebranding of MyHealth and why the decision was made to change it. Joanne Rowe (Managing Partner) explained the rebranding took place around 7 years ago to create a fresh identity and to unify the four sites.

4. How we will promote the group and elect members moving forward

We will be promoting the PPG via our website, Facebook and Twitter pages, and posters at each branch. Lucy explained that word of mouth is a good way of raising awareness, therefore suggested PPG members came in to the branches to discuss the benefits of participating with other patients.

One patient suggested that we also utilise the television screens in the waiting areas to promote the group. It was also suggested that we could approach local businesses e.g. post office, library, village hall, and even the local schools.

Dr Matthews (GP Partner) agreed that contacting schools would be not only benefit us in achieving a wider demographic, but also students looking to enter in to a career in the medical profession. Liz Stenton (Practice Nurse and Clinical Lead) also added that this could be used towards the community aspect of Duke of Edinburgh awards, which again would be beneficial to the patient.

The PPG leaflets will be updated and relaunched this week.

Lucy explained that once the PPG is further established, we could then seek to elect a chair and vice-chair.

5. Contact details and sharing information

Lucy confirmed consent of all attendees to include and share their information within PPG minutes, which are circulated to all attendees via email.

6. Agenda points for next meeting

- DNA statistics and how we can reduce these – Lucy explained that DNA rates are having a large impact on the practice, and yesterday morning alone we had 6 missed appointments. Discussions on how we can approach this, and what means of communication works better with the patients.
- Urgent Care Centre launch – Joanne explained that the new Urgent Care Centre is hopefully being launched in August 2018. Further information to be provided at the next meeting.
- Suggestions from group members: could we address patient education at the next meeting – and the possibility of including information about each Clinician and their respective roles, on the Television screens. This way patients' would become educated to understand that clinician A, whilst not being a GP is appropriately trained to deal with certain specific conditions. It was also agreed that patient education will help signpost patients to alternative health care options i.e. Pharmacists/NHS 111.

Question raised: It can be difficult to get through to the practice by telephone. Joanne advised that the telephone systems will hopefully be upgraded by September 2018 but explained this has been a long process and not without its difficulties. Currently the phone calls go through the York Hospital switchboard before being directed to MyHealth. Joanne advised that GP appointments can be booked online using the 'Patient Access' portal. Approximately 5,000 of our 19,000 patients are already using this service; increasing awareness of this service will also help reduce the demand on the telephone lines.

Question raised: Query whether we could print the cost of medications to the NHS on dispensed items to increase awareness of the cost to the NHS. Joanne advised that unfortunately this is not something we can do, and that the cost to the NHS is not only the cost of the medication itself, but is also the cost of dispensing. It was also queried what the protocols were with missed medication, however Dr Fran Matthews advised this is not a generic response and should really be discussed individually with the GP.

7. Date, time and location of the next meeting

Lucy explained that the PPG meetings will be held quarterly and that the next will be scheduled for the beginning of September. All in agreement with this, therefore Lucy to circulate proposed dates to all attendees.