

Patient Participation Group (PPG) Meeting

Meeting held at MyHealth Health Care Centre, Strensall.
Wednesday 12 September 2018, 6.30pm.

Present:

Dr Fran Matthews, GP Partner
Dr Russell Saxby, GP Partner
Lucy Murdoch, Operations Manager
Liz Stenton, Practice Nurse and Clinical Lead
Ellie Cox, PA to Managing Partner (Minutes)

Mrs Katie Bowen
Mr Robert Clark
Mr Neil Geldard
Mr Peter Sadler

1. Terms of Reference

Lucy Murdoch (Operations Manager) opened the meeting, and welcomed the attendees and brief introductions were made. Dr Fran Matthews (GP Partner) provided a quick recap of the Terms of Reference, for those who were new to the PPG.

Lucy explained that ideally we would like to recruit up to 10 members to the PPG – and once the group is a little more established, these members will then select a Chair. Lucy also reiterated the importance of group diversity, and encouraged the attendees spread the word of the PPG to other patients.

Question raised: It was queried how MyHealth Group fits within the NHS?

Dr Russell Saxby (GP Partner) explained that MyHealth is a traditional practice run as a Partnership, which is sub contracted to the NHS, and is funded by the 'Global sum', of which all GPs in York are. Dr Saxby explained that we also receive additional monies from the NHS for running minor surgery and coil clinics etc.

2. Improving Access/Urgent Care Clinics

Urgent Care Clinics

Dr Saxby explained that we have received consistent feedback from patients that states it can be somewhat difficult to get appointments with both GPs and Nurses. There are several reasons behind this, namely patients living longer, increased numbers of complexed conditions requiring more appointments, increasing populations as a whole, and an overall national shortage of GPs.

Dr Saxby explained that with the retirements of two full time GP Partners, alongside one Salaried GP leaving this year, we have been working with 28 fewer sessions per week. However, Dr Saxby was pleased to inform the PPG that after careful consideration, we have two new GPs who joined our Partnership in August 2018.

Dr Saxby explained that the aim of the Urgent Care Clinic (UCC) is to introduce multidisciplinary teams, including Urgent Care Practitioners (UCP), Advanced Nurse Practitioners (ANP) and Paramedics, to see the patients with more urgent conditions, on

the same day. In turn, this will free up the GP and Nurse appointments for routine and complex conditions.

The UCC will be launching on 02 October 2018, and clinics will run from our Strensall site in the morning and our Stamford Bridge site in the afternoon. This will enable easier access to the UCC for those patients in Stamford Bridge and Dunnington. The system will work differently to our current Walk-In service, as patients will need to call to book a same day appointment, the call handler can then allocate them a specific time with the most suitable Clinician.

Once the UCC is launched, it will be monitored and feedback from patients will be sought so that we can 'tweak' accordingly if/where needed.

A PPG member explained that they have previously experienced this system at another practice, and believed that overall it worked well. The only concern they had was the amount of call time it took in order to get triaged to the correct Clinician, occasionally with several calls to and fro being made.

Dr Saxby explained that the telephony team will have list (created by a medical professional) of presented complaints, with guidance on which Clinicians to book the patients in to. This will mean that most patients will be signposted on the first point of contact negating the need for any further telephone calls. Should the patient present with a more complex complaint, the triaging GP will be asked to call the patient back in order to schedule them in with the most relevant Clinician. There will always be a triaging GP working alongside the UCC, and no calls will ever be turned away.

Question raised: It was queried how many years training it takes to become a GP/Nurse?

Dr Saxby explained that it can take up to 10 years for a GP to become fully qualified, and 3 years for basic Nurse training.

Question raised: It was queried how the online appointment system releases its appointments?

Dr Saxby explained that the appointments are un-embargoed at set times, some of which are allocated for online booking, and some are allocated for telephone bookings for those patients without internet access.

One PPG member mentioned that he occasionally waits until 12:00midnight, when online appointments are released in order to secure an appointment. Another PPG member was unaware of the online booking system, and is keen to sign up to online access – Dr Saxby advised they just need to speak to a member of the reception team to request online access.

PPG members were encouraged to spread the word of online access, as this in turn will free up the telephone lines for those patients without internet access.

Improving Access

N.B: Q&A's were circulated to the PPG prior to the meeting.

Dr Saxby went on to explain Improving Access (IA) which is the Governments drive to allow patients access to Primary Care services from 8am-8pm, 7 days a week. This will create an element of flexibility to the appointment system for routine appointments.

We carried out a patient survey regarding the IA proposal, and with the responses in mind, submitted a bid for the IA contract as part of Nimbus Group Ltd. Dr Saxby explained that Nimbus is a federation comprising of 5 GP Practices around York – MyHealth Group, Haxby Group, Priory Medical Group, Unity, and Pocklington. Although the 5 practices are working closely together, we are each still very independent. Nimbus subsequently won the IA contract.

The IA service will be provided by all GPs and Clinicians across York, but will be run from four main sites, referred to as 'Hubs':

- Pocklington Medical Practice, The Beckside Centre, Pocklington
- Jorvik Medical Practice, Woolpack House, Stonebow, York
- Haxby Group, Huntington Surgery, York
- Priory Medical Group, Cornlands Road Surgery, Acomb, York

Dr Saxby also explained that there would be potential of Mental Health workers and Physiotherapists running clinics as part of the IA service in the future too.

The IA system will be utilising the SystmOne clinical system. Currently, half of the York GP practices use SystmOne, the other are using EMIS Web. Regardless of which clinical system the patients usual practice uses, all Clinicians working within IA service will have full access to patient's medical records, as both SystmOne and EMIS Web are fully interoperable.

Question raised: A PPG member mentioned that they are concerned that GPs are being forced to carry out additional work for nothing – and that this could lead to worn out GPs. Dr Saxby explained that this is not a service based on profit, but it is aimed to keep the money within the Primary Care sector of the NHS. There will be an element of the service based on the voluntary goodwill of the GPs – however, as this service is being provided by all GP practices in York, the workload will be shared evenly across the locality.

Question raised: How long is the IA contract?

Dr Saxby explained that this is a 3 year contract, which will end in line with the Out of Hours contract – subsequently creating potential for one overarching contract to be put in place to cover both aspects as a whole.

3. Electronic Communications

Patient Access

Question raised: The new Patient Access website is not working since the upgrades?

Lucy explained that the Patient Access webpage is an external platform, which is not managed by MyHealth, and they are aware of the issues arising since their recent upgrades. Lucy explained that if patients are still having ongoing issues, to contact Patient Access directly for advice and guidance.

A member of the PPG mentioned that when reviewing documents from the Hospital on Patient Access, the document is not uploaded in a compatible format therefore cannot be opened. They have previously reported this to Patient Access around 3 years ago however nothing seems to have changed. Another member advised that they not experienced any problems with this, another member will check their account to clarify.

4. Flu Clinics

Liz Stenton (Practice Nurse and Clinical Lead) explained that this year's flu campaign will run slightly differently to previous years, and will comprise of three different Flu Vaccines:

Children

Nasal Flu vaccines will be given to children aged 2-18 years.

Adult Flu Vaccination

Unlike previous years there are two vaccines for adults. They are designed to give the optimum protection for patients.

The **BLUE** vaccine will be given to all patients over 65, and to any patient that will be aged 65 by 31 March 2019. This vaccine has been shown to be far more effective in this age group. The **GREEN** vaccine is designed for all patient aged 18-64 that have a condition that puts them at higher risk of developing flu.

Liz explained that this year Public Health England (PHE) has gone with one provider of the flu vaccines, thus being delivered in smaller batches. We have been asked to prioritise the elderly and at risk patients first. As a result of the staggered deliveries, the flu campaign will subsequently run for slightly longer this year.

Liz advised the PPG that we have advertised our flu clinics on the website, Facebook and Twitter, and we will be send flu invites via text message and letter to those eligible patients. Liz also advised that the Clinicians are already printing letters opportunistically during their clinics.

Liz mentioned the Flu Surveillance Programme – where if any patients present symptoms of flu, we can carry out flu swabs. The information collated from these swabs will in turn help to determine what will be in next year's vaccine.

5. Any Other Business

Question raised: When will we appoint a Chair for the PPG?

Lucy explained that ideally we would like to recruit up to 10 members to the PPG – and once the group is a little more established, these members will then select a Chair.

All PPG members confirmed they are happy for names to be mentioned in meeting minutes – however Lucy reiterated that these are not to be shared with anyone outside of the PPG.

6. Agenda points for next meeting

Lucy advised the PPG that if they have any specific agenda item requests, to email these through to eleanor.cox2@nhs.net prior to the next meeting.

7. Date, time and location of the next meeting

Lucy explained that we will be carrying out PPG meetings quarterly, therefore the next will be due in early December. This will be after the launch of the UCC and IA service, so will be a great time to gather feedback from the PPG on how these services have progressed.

Proposed dates for the next meeting will be circulated in due course.