

### **Patient Participation Group (PPG) Meeting**

Meeting held at MyHealth Health Care Centre, Strensall.  
Wednesday 16<sup>th</sup> January 2019

#### **Present:**

Joanne Rowe, Managing Partner  
Dr Fran Matthews, GP Partner  
Lucy Murdoch, Operations Manager  
Liz Stenton, Practice Nurse and Clinical Lead  
Lucy Wylie, PST Team Leader

Neil Geldard  
Gill Maxwell  
Patricia Barker  
Robert Clark  
Christopher Pitt  
Katie Bowen  
Polly Graham

## **1. Terms of Reference**

Mrs Lucy Murdoch (Operations Manager) opened the meeting, and welcomed the attendees. Lucy explained the aim and purpose of the PPG is to strengthen communication between the practice and patients.

Lucy recapped some topics from the previous PPG meeting including the launch of the Urgent Care Clinic and the new Improving Access Service.

Before starting to work through the agenda, a question about the Patient Online Access was raised. "Why when using the online access can you only register using one email address? What do people do if they share an email like myself and my husband?" Lucy explained that the Patient Access website is an external organisation, which is not managed by MyHealth so the rules regarding using one email address is set up by them. Jo explained that since GDPR has been introduced in April, many organisations are very strict around protecting patients' data as there are serious consequences if data is leaked. A PPG attendee explained that there is a way around having the same email address to allow her and her husband to both use the system.

## **2. Urgent Care Review**

Lucy sought some feedback regarding the Urgent Care Clinic and how patients' are finding accessing this service.

Question raised: "The service itself is fantastic and allows me to see somebody on the same day, but the call queue times are ruining this service because they are too long, is anything being done about this?"

Lucy explained that call stats are continuously monitored to ensure the practice has enough staff, calls are being handled within a particular time frame etc, and explained Danny Young's role within the practice to monitor this. The problem the practice has with being part of the Trust is that some calls may get 'stuck' getting to us, therefore we cannot measure those call times as they haven't been sent through to our system. Lucy announced that there is a new system being put in place after much research into ensuring the practice chooses the correct one.

Question raised: "You've been saying this for years but nothing has changed?" Jo explained that initially the practice trialled a BT service but an error occurred so it was never changed over, however there is something in the pipeline currently to allow us to change phone provider.

A question was raised about the practice phone numbers and which number is correct. Lucy explained that whichever number you ring, the call will automatically be directed to Strensall as it is now our main HUB. It became apparent that there is some confusion around the phone numbers for the surgery and the out of hour's numbers. Lucy explained that if you need an appointment during the week or a Saturday morning, the normal surgery number is correct to book these appointments. If the appointment is for the Improving Access Service, it is a separate number entirely which the Receptionists can direct patients to. This is something the practice must be clearer on when advertising the out of hour's services.

Lucy went on to explain the new Urgent Care Practitioners the practice has employed, Ron and Roxy, to manage the Urgent Care Clinics. Both Ron and Roxy have had some wonderful feedback about their consultations with patients' within the service; some of the patient surveys were read out to the group. One survey in particular stated "Very easy accessing the service, I phoned at 8, got an appointment at 8.30" so in keeping with the question about phone lines, Lucy said it is possible to get through at 8am. Other feedback included; Receptionists were extremely helpful, staff have shown outstanding care, the practice was thanked for its professional service. To summarise, the Urgent Care Clinic has been a success and the feedback from patients is a reflection of that.

One PPG member stated that he thinks the new INR service within Primary Care is a "fantastic success" and is extremely pleased that it is now up and running.

Jo explains in more detail the Improving Access Service (IA) which has been put in place by the Government to allow patients access to Primary Care services from 8am-8pm, 7 days a week. NIMBUS care was also explained and their bid for the Improving Access to service the whole of York.

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

*"How has the service been advertised?"* There are posters displayed and information leaflets at every branch, a section on our website has all the information about the service on it and it was announced on Radio York and Minster FM.

The IA system uses the SystmOne clinical system. Currently, half of the York GP practices use SystmOne, the other are using EMIS Web, As of yet the system isn't fully set up properly to enable EMIS practices to book directly into the clinics, this is why our reception team have to ring through to the HUBs to book a patient in however the official launch date is the 28/1/19 for the practice to be able to directly book into these slots.

### **3. Flu Campaign**

Liz recapped the change this year in terms of the different vaccines that had to be given to specific age groups. Overall the practice ran 8 sessions which were successful. Liz explained there was some feedback about the final clinic held at Strensall regarding the long wait; however by this time a lot of Pharmacies had run out of the vaccines which put a lot of extra pressure on GP practices and may have been a contributing factor to the wait time. The planning for the next flu season is in process and the feedback from last season will all be taken on board.

### **4. Carers Support and Community Links**

The Carers Support Group is a group within the East Riding that offers support to carers who need some respite time away from the person they are caring for. Trish Barker is part of the Carers Support Group and wanted to share some information within the PPG meeting to inform others of the help that is available to carers. Recently the practice has been working closely with the Carers Support Group in order to help promote their service and also identify those patients who may need extra support.

The practice is keen to support local organisations within the community to help promote their services to our patients. Recently, a 'Community Links Day' has been raised as an idea to help these local organisations promote their services within the practice. This benefits not only the patients but also the clinicians who may not know the additional support there is out there for our patients.

### **5. Suggestions and Ideas**

Unfortunately, one PPG member was unable to attend the meeting, however sent an email to Lucy with some feedback regarding the Urgent Care System.

*"I can confirm that the urgent appointment system works as, last Wednesday, my eyes were terrible and a call at 0845 got me an appointment with the Paramedic at 0945. He was brilliant - you should give him a bonus!!"* After the earlier discussion regarding the Urgent Care Clinic, this feedback was really nice to receive.

*"Why can't we get results text through to us once they have been received?"* Due to GDPR, this would not be possible. However it was then suggested that results could be sent by paper to each patient, but due to the current demand for staff in others areas this would not be possible. Additionally, this would be a huge cost financially for the practice. "Your results, your responsibility". Dr Fran Matthews explained that when results come in and they are urgent, a clinician would make contact with the patient straight away.

A PPG member queried why the practice offers dispensing when commercial Pharmacists are better than the GP practice. Jo explains that the practice would not survive without it. Unfortunately, this PPG member experienced some problems when having his medication dispensed from the practice and therefore has chosen to collect his medication elsewhere, hence the reason for stating community Pharmacies were better. Jo apologised for any inconvenience caused with the dispensing of his medication and advised it would be something the managers will look into if necessary.

The PPG member added that hand dryers should be installed in the toilets to prevent mess in the toilets. Jo explained that the practice employs a cleaner who takes a lot of pride in keeping the practice as clean as possible but can understand that there may be a build-up of mess during the day.

Another PPG member raised an idea to start advertising for volunteers to help in the practice. The demand for staff is so high within the NHS, volunteering to help around the practice with smaller jobs that need completing would be a great way to get the help we need. Jo explained that this would be something we could keep in mind for the future.

## **6. Date, time and location of the next meeting**

Lucy thanked members for attending the meeting and explained that we will be carrying out PPG meetings quarterly, therefore the next will be due in March.

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