

Patient Participation Group (PPG) Meeting

Meeting held at MyHealth Health Care Centre, Strensall.
Wednesday 10th July, 6.30pm.

Present:

Dr Fran Matthews, GP Partner
Liz Stenton, Clinical Nurse Lead
Lucy Murdoch, Operations Manager
Ella Thornton, Dispensary and Reception Team Leader
Ellie Cox, PA to Managing Partner (Minutes)

Robert Clark
Sally Lake
Polly Graham
Sian Wiseman
Katie Bowen
Wendy Davison
Jo Robinson
Trish Barker

1. Review of previous minutes

Lucy Murdoch (Operations Manager) opened the meeting by thanking the PPG members for attending, and reminded members of the Terms of Reference and Group Etiquette of the group. Lucy reiterated that the aim of the PPG is to gain constructive feedback, and that this is not an opportunity to raise person concerns.

Lucy provided a quick recap of the previous meeting minutes:

- The management of patients with learning disabilities was discussed in the last meeting – Lucy added that we employ a Care Coordinator who works in the community called Helen Buck. Helen is responsible for the management an annual reviews, long term conditions, and provides ongoing support to vulnerable patients in the community and care homes. Helen is also a prescriber, so aims to minimise hospital admissions wherever possible.

Lucy explained that we are currently the only Practice in the York locality with a Care Coordinator, and with limited District Nurses available, proves invaluable to our patients. They get increased continuity, and provides us with a strong link between the practice and community.

A PPG member queried how patients are referred to Helen. Lucy advised that both GPs and Nurses can refer patients to Helen, and our Receptionists can also identify patients' needs and direct them to Helen.

- Lucy mentioned that the Compliments and Complaints procedure changes have been approved so will be rolled out shortly. This information will be available in branch, and also on the MyHealth website.
- Further to the last minutes, Lucy advised that we have not yet heard from Linton-On-Ouse. A PPG member mentioned that Tollerton Practice have been promoting their services so there is a possibility the service persons are registering there.

- The PPG members confirmed the minutes from the previous meeting are accurate.

2. Telephony system

Lucy advised the PPG that we will be launching a new telephony system at the end of July/beginning of August (exact date to be confirmed). The provider Surgery Connect, are currently carrying out their background installation checks, and so far the process is running smoothly.

Lucy explained that the Surgery Connect system is built with General Practice in mind, with Practice Managers, GP's and other Healthcare professionals having essential input throughout the development process.

Lucy added that Surgery Connect has provided us with fantastic customer service and support throughout the process so far, so if any 'teething problems' are to occur we are more than confident they will continue to provide this high level of customer support.

Lucy added that Surgery Connect now provides telephony systems to the majority of practices in the York locality, and are one of the largest telephony providers to General Practice nationwide.

Lucy provided the PPG members with a handout which explains some the main features of Surgery Connect – this list is not exhaustive but covers the main points:

- **Unlimited call queues** – this means there will be no more engaged tones when the maximum call capacity has been reached. At present, we only have capacity for six analogue lines to receive calls at any one time. The new system is 'cloud based' which means it is essentially limitless.
- **Call Recording** – this will ensure your calls are monitored and staff can be trained accordingly, improving patient experience. This also benefits the patients as calls can be revisited if they have queries about the service they have received. Lucy added that any information stored will comply with GDPR and data protection guidelines, and that this will never be shared with any third parties. Lucy also advised that all staff members are fully trained in GDPR, and sign Confidentiality agreements at the start of their employment with us. Lucy asked whether the PPG members have any concerns around call recording – none to note.
- **Queue Busting** – this gives the patient the option to be called back automatically when they are reaching the front of the call queue. Lucy advised that if you miss the call back twice, we will not attempt to call for a third time and the patient will need to call us back. Lucy asked the PPG members if this is something they would use – the majority said yes!
- **Menu options** – there is the ability to add options to help direct the patient to the most suitable member of staff e.g. press 1 to make/cancel an appointment, press 2 to order a prescription, press 3 to speak to a Receptionist. These options can be determined by the practice, and we can amend them as and when to suit both the practice and patient's needs. Lucy asked the PPG members for suggestions on what they would like as menu options, the following ideas were mentioned:
 - Separate option for automatic appointment cancellation
 - Separate option for results

- It was agreed that only one level should be used in the menu options as too many can be frustrating for patients
- **Hold information** – we can record messages for information purposes which are played whilst the patient is waiting. Lucy asked the PPG members for suggestions on what they would like to hear while on hold, the following ideas were mentioned:
 - Position in the queue
 - “Have you downloaded the new NHS APP?”
 - “Have you used the symptom checker on the NHS App?”
 - “Have you used our BP Pods recently?”
 - “Have you updated your details recently?”
 - Promotional information i.e. flu clinics
 - No greensleeves hold music!
- **Reporting** – this will enable us to understand the call flow and analyse the capacity we have/need, allowing us to plan for the demand. We are able to do this at present, but this is not as sophisticated or as accurate as the new software. A PPG member queried who produces and analyses this information? Lucy explained that the software itself produces the figures, and these are then analysed by our Business Intelligence Analyst to help monitor performance.
- **Integration with the clinical system** – this will speed up the process for callers as Surgery Connect will automatically open the patients record linked to the telephone number they are calling from. Lucy added that the receptionists will still carry out identity checks at the beginning of the call, to ensure the correct file has opened. A PPG member queried what happens if a patient has changed their telephone number? Lucy advised that the receptionist will manually pull up the patient's record, confirm their number, and then sync the new details at a click of a button.
- **Patient call history tracking** – this audits the calls you make to the surgery and will help us identify who you have spoken to in the past, enabling us to answer queries more effectively with the right people.
- **The calls do not get diverted through a third party** – this should prevent the calls from getting 'stuck' in the system as they will come directly through to us. At present they go to the hospital first (hospital owned system) and then back to us.

A PPG member queried whether the contact telephone number will remain the same? Lucy confirmed that the 01904 490532 number will remain as our main number.

3. Flu campaign

At the previous meeting, we discussed the highs and lows of the 2018/19 flu campaign. The practice faced some challenges as a result of the new vaccinations and the restrictions that came with them, as well as delayed vaccine deliveries. However, we have been working on 2019/20 plans with our patient's feedback in mind, and are pleased to confirm the following:

- We will be reverting back to splitting the clinics based on the patient's surname. These sessions will comprise of patients with surnames A-M, and N-Z. These categories will then be broken down into further time slots to avoid all patients arriving at once.

- There will be at least 5 Clinicians working in each session to ensure adequate manpower
- Drop-in sessions will cover all four sites
- No divided clinics for the two vaccines – any ages can attend
- Late night sessions will be provided as well as Saturdays
- Sessions will also be scheduled within usual opening hours
- We have secured earlier delivery dates this year, allowing earlier session dates
- Promotional material will go out in early August – this will include signage in waiting rooms, website, Facebook and Twitter. Lucy advised that we are currently working with the CCG to help gain support for the TV screens in waiting areas – this would enable us to update these with information of the flu campaign too.

4. NHS App

The new NHS app will give patients safe and secure access to their GP record using their smartphone or tablet. Patients will be able to use the app to:

- Make GP appointments
- Order repeat prescriptions
- Manage long-term conditions
- Access 111 online for urgent medical queries

Patients will also be able to use the app to state their preferences relating to:

- Data-sharing
- Organ donation
- End-of-life care – these three options are not available on Patient Access

A PPG member queried whether you will be able to use the same email address for more than one separate user account? Lucy advised that they do not usually allow more than one account linked to an email address.

A PPG mentioned an email she had received an email from Patient Access to advise you can now register using the same email for childrens accounts – however Lucy advised that this email was slightly misleading as it does not mention the proxy access age limitations to childrens records.

In regards to the NHS App Lucy advised that if you already have a Patient Access account, then it is very easy to set up, however if you do not have Patient Access, there will only be a couple of additional identity checks required.

A PPG member queried whether the NHS app will allow access to the documents from the hospital which are not compatible with Patient Access – Lucy advised that she is unsure on the answer to this.

Lucy advised that PPG that it is their choice which platform they wish to use, and that currently they both provide a very similar service, however the NHS app will evolve to provide more in the future. Lucy encouraged the PPG to explore both options to choose which would suit them better.

A PPG added that the NHS app will be a good way to free up the telephone lines, as patients could use this rather than calling to book appointments and order repeat prescriptions etc.

5. Any other business

E Consultations

We discussed technology in the previous meeting, which led a PPG member to ask about E Consultations and whether we will be providing these in the future? The PPG member added that they are somewhat sceptical of this new innovation.

Lucy advised we will be introducing E Consultations and that once the launch of the telephony system is completed; we will focus on this rolling these out. Lucy added that this will be another large project, and requires a lot of work behind the scenes setting up the parameters as to what and when these consultations will be available. It will also require a lot of GP time, so will need to be factored in to the rotas too.

MyHealth Website

A PPG member mentioned the MyHealth website, as firstly they do not feel the code has been written correctly as the menu layout is overlapping. Lucy explained that we are in the process of building a new website, and this will be launched in the coming months.

The PPG member went on to ask whether the new website will be provided by EMIS, Lucy advised this is provided through Egton, which is a part of EMIS.

This led the PPG member on to Patient Access as the website directs the patient to this to book appointments and order repeat prescriptions. The PPG member has experienced ongoing issues with accessing documents on Patient Access as they are sent from the Hospital in a format which is not compatible with the platform. Lucy explained that Patient Access is a separate third party platform which we do not manage; therefore any concerns regarding this will need to be raised directly with the company.

The PPG member has requested for this to be added to the next meeting agenda. Lucy advised that she will try to obtain a statement from Patient Access in the meantime, however advised that our direction of communication is the same level as that of a patient.

A link on the website was also questioned as the PPG member was unhappy that MyHealth were seemingly promoting private Pharmacy services. Another PPG member looked into this at the time and confirmed that this was an external link to the NHS website and was therefore not promoted my MyHealth.

Carers

Trish Barker, chair of Pocklington carers group attended the meeting to provide an update on carers.

Trish advised that there is now a Learning Disabilities Liaison Nurse who will help patients and their carer's with the transition into hospital. Trish can provide further details on this if any one would find them useful.

The first lot of brochures have all gone and they are now looking for funding to print some more. A PPG member mentioned that York Race course has £5k to donate to local charities and recommended Trish gets in touch. Another PPG member suggested looking at easyfundraising.org.uk.

Trish queried how we get information such as what we have discussed during this meeting out to the community to those patients who do not use internet or are unable to travel in to branch. Lucy advised that word of mouth is paramount, and another reason why the

PPG is invaluable in order to share the messages to friends and family. Ella Thornton (Dispensary and Receptionist Team Leader) also advised that we attach information regarding flu clinics etc to repeat prescriptions. The new telephony system will also help with this, as we can include promotional information while the patient is on hold.

A PPG member suggested the possibility of including information in local village magazines, however Lucy noted that not all residents are registered with MyHealth, and this could cause confusion as to who we provide our services to.

Lucy closed the meeting by once again, thanking the PPG members for attending.

Next meeting date: Wednesday 18th September. A reminder and agenda will be sent nearer the time.