

Market Weighton Practice
Patient Participation Group Virtual Committee Meeting
Monday 10th August 2020 at 4-00pm
Minutes

- **Present:** - Committee Members: Joan Fletcher (Chair/Note-taker), Susan Strangeway, Barbara Pace, Stuart Curwen, Graham Ward, Erica Cross, Stephen King, Practice Staff: Susan Smith (Practice manager), Susan Loft (Assistant Practice Manager)
- **Apologies:** - Alison Couch, Deborah Tomkinson, Karen Berry, Ruby Watson,
- **Declarations of interest:** - None
- **Minutes of the previous meeting:** - Agreed
- **Matters arising not on the agenda:** -
 - Full patient records – SSm reported that this work is on hold at present
 - Dr Jefferson has had her baby and will return to the practice in December 2020
 - JF reported that her presentation on the work of the MW Practice PPG was well received by the Governors of Humber Teaching Foundation Trust.
 - Due to Covid 19, there is little prospect of recruiting a young persons' representative to the PPG at present.
- **Practice Update - Sue Smith:** -
 - Staffing: - Dr Buswell retired from the Practice on 4th August.
 - Dr Victoria Key joined the Practice in February as a replacement for Dr Henderson.
 - A new permanent GP, Dr Priya Koshy, will be starting in post in October.
 - Susan Loft has been promoted to Assistant Practice Manager. (Congratulations were expressed by members).
 - 2 new members of staff have joined the Reception/Admin. Team. Helen Sheff in February and Anne Bilton in March.

- George Hinson is now working for the Primary Care Network, but still has connections with the Practice.

- There is a new Community Worker, Asha.

- There are 2 new Health Trainers, Matt and Gary, working with the Practice.

Other news –

- 42% of patients have now signed up to use on-line services.

- 60% of patients have consented to be contacted by text message.

- 1119 patients have now installed the NHS App.

- In July 103 patients used the improving access services, including Pushdoctor, which enabled them to have a video consultation. The appointments were booked through the Practice, with all details recorded on their practice records

- During June, 609 patients engaged with On-line Consult

- 18 Patients had an appointment through Improving Access at the Beverley Hub for telephone consultations during the evenings and weekends.

- During July there were 57 appointments, (4.1%), missed without any explanation.

Many were with the Health Care Assistants . JF commented that this was a recurrent problem which was going to be raised at the AGM, so that word could be spread through the community that it is not acceptable to disadvantage other patients, as well as being a cost to the Practice.

- Friends and Family test results – 93% of patients said that they would recommend the Practice, 3% said that they would not and 4% did not know.

- The 2- way text messaging service is working well.

- At the request of patients, the queue position is now back on the telephone. On average there are 250 calls per day, with higher figures on Monday (291) and Friday (253). GW queried as to how the practice is able to deal with these fluctuating numbers. SSm replied that the Admin team is fully staffed and deal with any increase in calls as necessary.

- As from 1st September, pharmacies are no longer able to order repeat prescriptions for patients. This had been due to take place on 1st April, but was postponed due to Covid 19. SStr remarked that Cohens Pharmacy has already been telling patients that they could not reorder for them.

● **Patient Concerns: -**

- JF expressed concern that there has been an occasion reported recently when no duty GP was present at the surgery and the patient was told that a GP working from home was unable to access patient records. SSm assured the members that GPs working from home are able to access patient records when necessary. It is unusual for there not to be

a duty GP in the surgery, but this may have been down to illness. She will investigate further.

- SC queried the number of GP appointments available on line. SL explained that there are 19 GP appointments put on line for every fortnight. However, additional appointments with clinicians are added daily, so it is always worth checking to see if an appointment is available.

- GW asked whether there were 2 different versions of online services . SSm said that there are, but both (System on line & NHS App) have the same choices within them.

- GW asked whether patients were automatically informed about blood test results. SSm responded that patients are asked to contact the Practice for results, but if a result was seen as abnormal, patients would be contacted directly by the surgery.

- JF enquired as to the number of face to face consultations during a week. SSm informed the members that 60 such consultations had taken place with GPs/Advanced Nurse Practitioner in the past week.

- SK mentioned the difficulties patients have experienced when phoning the surgery. SSm said that there had been problems, especially when moving over to KCom. However, everything seemed to have settled down over the last few weeks.

- SStr told the group that she had been unable to contact the medical secretaries 3 weeks ago. One was apparently working from home and the other was on annual leave. SSm said that the medical secretary working from home should have been able to deal with queries, as she had access to medical records. She will look into this matter further.

- **Video Consultations:** - JF asked how patients are able to access video consultations. SSm replied, saying that these consultations can be accessed in 2 ways. Firstly, through Push Doctor, where the patient is seen by a GP who is not from MW Practice. Secondly, following a telephone appointment, a GP from the Practice, may decide to instigate a video consultation.
- **Flu Vaccinations:** - Following a question from JF, SSm informed the members of the Committee that plans are in hand for this year's flu vaccinations. It has been difficult to manage, but the planning is in place and delivery of the vaccine is expected on 21st September.
- **AGM 2020:-** Following discussion, it was agreed that the AGM should be postponed until early 2021.

- **AOB:** - SK asked whether there were any additional requirements for patients now that the touch screen is back in operation. SSm replied that the hand sanitiser is in place and patients could wear gloves if they wished to do so.
- JF informed the members that as there had been no meetings of the MW Community Group or the East Riding GP- Patient Engagement Group, there were no reports to give on either group.

The Chair thanked everyone for their attendance and the meeting closed at 5-25pm.

Date and time of next virtual meeting: - Monday 15th November 2020 at 4-00pm.