

Market Weighton Practice
Patient Participation Group Committee Meeting
Monday 13th January 2020 at 4-00pm
Minutes

- **Present:** - Committee Members: Joan Fletcher (Chair/Note-taker), Deborah Tomkinson, Susan Strangeway, Stuart Curwen, Karen Berry, Hilary Chester, Graham Ward, Erica Cross, Alison Couch. Practice Staff: Susan Smith (Practice manager), Nurse Julie Davies
- **Apologies:** - Barbara Pace, Ruby Watson, Susan Wardlow
- **Declarations of interest:** - None
- **Healthwatch presentation:** - Due to major staff changes at Healthwatch East Riding, this item has been postponed
- **Minutes of the previous meeting:** - Agreed
- **Matters arising not on the agenda:** -
 - Full patient records – SSm reported that on-going work makes it unlikely that these records will be available in April.
 - GW pointed out that the practice is still recorded as Market Weighton Group Practice, SSm will follow this up.
 - JF asked if the reception team had received the training, SS said that it will be taking place in February.
 - GP attendance at the meeting – SSm reported that a message has been sent to all members of staff. Members expressed regret that no GP felt able to attend. However, they are very pleased that Nurse Julie attends and value her contributions to the meeting.
- **Practice Update - Sue Smith:** -
 - Staffing: - Dr Henderson will be retiring from the practice in February. A new permanent GP will be starting in post for 3 days per week in February.

- Dr Jefferson has had her baby and will return at the end of her maternity leave.
- Sam Hamby – Fulltime Advanced Nurse Practitioner commenced in post on 16th December.
- Interviews will be held on 17th January to replace administrative officer, Lauren, who is transferring to work nearer to home. In addition, an advertisement has gone out for a part time administrative officer.
- A new community link worker – Rebecca Gillyon will start on 15th January. George **Hinson** will continue to work at the practice on Fridays. The Health Trainers continue to see patients in the practice.
- Boditrax is still going well on Mondays with Rebecca Richardson.
- There are still problems with the telephones. Inadequate tubing is being worked on by BT on behalf of KCom.
- In December 24 patients used the improving access services, including Pushdoctor. Provide support where a- Today, 13th January, there were 10 Did Not Attends, (DNAs), 5 of those were for GP appointments. Members expressed concern as there is a disadvantage to patients who need appointments, as well as a substantial cost to the practice.
- Market Weighton Practice is still the top performing practice in the area for patients taking up the NHS App. SStr said that she would be happy to speak to patients in the waiting room regarding the app.
- In December, 24 patients used Improving Access, including some who used Push Doctor.
- On-line Consult is now at the top of the webpage, with more patients and a local care home now using the service.

- **NHS England Survey Jan – March 2019**

JF reported on the survey which she had been sent via the GP-Patient Engagement Group. (The website address is www.gp-patient.co.uk). She emphasised that the PPG was not there just to criticise the practice, but wanted to know how we could help to provide support in areas where the results had been poor. Discussion took place regarding the various areas of concern, which included: appointments, telephone, reception and not seeing the doctor of choice. On the last point, SSm told the group that it was only possible to replace GPs with the same number of hours/days as that of any GP who left the practice. Members expressed concern that Humber TFT does not always appear to look at practices individually. Practices have different needs and demographics. It may not be the case that one size always fits all. JF reported that she is to give a presentation to the Governors of Humber TFT on 26th February, regarding the

work of the PPG. She will include this point in the presentation. Members noted that the 2020 survey forms have already been sent out to a random number of patients.

- **Patient Concerns:** -

- Reports from hospitals: - the group are still concerned about the lack of communication between hospitals and the practice. SC commented on the problem regarding blood tests. If a consultant at a Hull hospital wants a blood test done, then from the surgery it goes to the hospital in York. It then appears that there is no automatic onward route for the result to go to the consultant in Hull. It was suggested that patients could take a screenshot of their results to show the consultant. This would, of course, be difficult for patients who do not have access to a smart phone. However, this is an ongoing national problem with computers not 'talking' to each other.

- Reception Team: - Members continue to express concern regarding reports of the attitude of a few, (not all by any means), members of the reception team who continue to be not helpful or welcoming either on the phone or at the desk. One member of the PPG told of her own experience of waiting for a few minutes until the receptionist at the desk raised her head from the computer. SSm agreed that this was not acceptable and would speak to the PPG member after the meeting.

- GP Representation: - SSm reported that she had sent a memo round to all staff, including GPs, before this meeting, once again there was no response. Thanks were expressed again to JD for her attendance, which is much appreciated.

- Telephone changes: - DT expressed concern that the surgery had changed its telephone provider to KCom. Other members also wondered why the provider had been changed. S Sm explained that all Humber practices have been transferred. There have been teething problems, as mentioned above, however, the practice is hoping to have them sorted in the next week. Members also spoke about the 'please ring back' message, which patients find very annoying. Members will continue to monitor the situation and report back at the next meeting.

- Appointments: - Many members have had complaints from patients regarding the long delays in waiting for an appointment. S Sm said that this week there are plenty of appointments, although not all are with GPs. She pointed out that Advanced Nurse Practitioners are able to do most of the similar work to GPs, diagnosing, prescribing etc. Patients sometimes do not recognise the benefits of the other clinical professions within the practice. This is an on-going difficulty. She also mentioned the acupuncture service which is now available to patients on a Thursday. HC remarked on its usefulness.

- Escape Pain project: - Patients have expressed their appreciation about this service and hope that it will continue.

- **AGM 2020:** - JF suggested that a small group should meet together to plan the agenda and advertising for the AGM. This was agreed and a date will be arranged and sent to members.
- **PPG Committee:** - JF suggested that members consider the possibility of having a Vice Chair, which had been the case when the committee was first set up. She also commented on the challenge of acting as note taker as well as Chair.
- JF said that she had emailed the Head of Year 11 at Market Weighton School before Christmas, asking whether she would be able to speak to her regarding a young person representative for the PPG. Unfortunately, there has been no reply, so JF will try again in the next couple of weeks.
- **NHS App:** Those members who have used the App have found it useful.
- **AOB:** - As some members were unable to attend the meeting at 4-00pm, due to work commitments, it was suggested that the next meeting be held at 6-00pm. Members agreed that this would give an opportunity for those members, who had found 4-00pm difficult, to attend. At present this will be a one-off change, but members will continue to review the situation.

The meeting closed at 6-00pm

Date and time of next meeting: - Monday 30th March 2020 at 6-00pm.

Please enter through the back door by ringing the bell for attention.