

## **Market Weighton Practice**

### **Patient Participation Group**

**Monday 4<sup>th</sup> March 2019 at 4-00pm**

#### **Minutes**

- **Present:** - Committee Members: Joan Fletcher (Chair/Note-taker), Deborah Tomkinson, Peter Rimes, Susan Strangeway, Stuart Curwen, Ruby Watson, Samantha Lundie, Karen Berry, Sue Wardlow (Practice Manager). Observer: Eileen Burrell
- **Welcome:** - JF welcomed everyone to the meeting, with a special welcome to our new members, Karen, Ruby and Samantha.
- **Declarations of interest:** - None
- **Rebecca Richardson: - Health Trainer**

Rebecca explained the role of Health Trainers, with particular regard to smoking cessation and weight loss, but also the other areas which she and Torey, her colleague, can help patients with. Rebecca is at the practice every Friday and Torey is present on Wednesdays. Rebecca also mentioned the free NHS Health check which is available for patients aged 40-74 years old. Torey has already carried out the checks on Tesco staff members. The Trainers are able to do home visits with the approval of their manager. JF thanked Rebecca for her input and invited her to stay for the remainder of the meeting.
- **Minutes of the previous meeting:** - Agreed.
- **Matters arising not on the agenda:** -
  - Walk in my shoes project: - The project went well. Both SW and SL confirmed that all staff members had benefitted from learning about the roles and responsibilities in the surgery and Cohens
  - PPG survey: - JF suggested that this survey should be postponed until after the AGM, as patients had recently taken part in the GP Strategy survey. This was agreed.
  - Telephone line: - SC reported that he had waited 15 minutes on the phone and that it would have been useful to know where he was in the queue. DT said that she had received complaints regarding the lack of queue positions. SS said that a return to queue positions was not detrimental to patients. After discussion, and, all members being in agreement, SW agreed to restore the queue numbers on the telephone line. SW also reported that there continues to be verbal abuse of staff by patients, both on the phone and in person. PPG members were horrified at the swearing etc that staff experience. SL also confirmed that the pharmacy staff also experienced abuse. It was also noted that letters had been sent to those involved, informing

them that they could be required to find another practice. PPG members expressed their support and will also speak about the problem to members of the community.

- **Practice update: - Sue Wardlow, Practice Manager**

- **Staffing:** –

- Dr Butterfield has now left the practice and is being replaced.

- James is leaving the practice at the end of the month and interviews are taking place for his replacement.

- A new fulltime receptionist has been appointed.

- An admin. apprentice will start at the practice on 11<sup>th</sup> March.

- **Confidentiality:** - Following concerns raised by members, SW confirmed that all staff have been trained in the need for confidentiality, working both on the telephone line and in reception. They have all been issued with a navigation pack, which includes this topic. Members expressed concern that all conversations could be overheard at the reception desk. SW said that the practice is conforming to rules regarding a marked space with a sign saying patients should respect other patients' privacy. There is a room available for a private conversation. Patients could also write down their question and hand it to the receptionist.

- **New additional access arrangements:** - NHS 111: - A new service will be available from 1<sup>st</sup> April. Patients will be able to ring and, if their problem appears to be urgent, NHS 111 will be able to book a same day appointment at the patient's own surgery. Although NHS111 is a 24 hour provision, this service will only be available during practice opening hours.

- **Extended Hours:** - MW Practice is now able to book appointments at other GP practices. This will be for extended hours which includes early morning, later evening, Saturdays and Sundays. It will mean patients will have to travel to another practice, but will be particularly helpful to the practice's working population.

- **Cancer care support:** - S Smith has sent out letters to all newly diagnosed patients with an offer of support. She is now working towards sending messages to those who have previously been diagnosed. So far, she has had 21 conversations with individual patients. All appear to appreciate the support that has been offered to them.

- **New text service:** - A new enhanced service will start on 1<sup>st</sup> May. The service will allow 2-way messaging and patients will be able to cancel appointments.

- **Practice Newsletter:** - JF enquired as to when the next issue would be produced, SW told the group that it was going to be worked upon in the near future. Suggestions were made as to what it might include, e.g. new members of staff, non- toleration of abuse, details of new access arrangements and the Get Help Sooner project.

- **AGM:-**
  - Monday 29<sup>th</sup> April 6-00pm to 8-00pm in the waiting room.
  - Presentations arranged so far - Mandy Dawley, (Humber Teaching Foundation Trust), Fiona Dupey, (Cohen's Pharmacy).
  - JF mentioned the Escape Pain project and it was agreed that she should contact the project manager to see if she would do a short presentation.
  - SW will give an annual update and JF will write the annual report, which will be distributed to members for their comments, amendments etc. prior to the AGM.
  - JF asked for name badges to be prepared for new members.
  - Refreshments will be provided by Tesco's.
- **Patient Concerns: -**
  - Telephone complaints were raised by DT and were dealt with under Matters Arising.
  - DT had also raised the issue of confidentiality. This was dealt with under the Practice Update.
  - Patients who arrive late have been turned away if a few minutes late for their appointment, even if the waiting room is empty. SW said that there was no policy about turning patients away. However, the monitor would not be able to record them as having arrived. The receptionist notifies the clinician and it is up-to the clinician to decide whether to see the patient, if it is clinically safe to do so.
  - SC reported his own experience regarding 2 appointments due on the same morning. He had arrived early for the first appointment, but due to an error which occurred with the monitor, his second appointment was cancelled without him realising. SW will look into the matter.
- **GP Strategy Development Patient Public Survey: -**
  - Samantha Page, Engagement Officer at the Clinical Commissioning Group (CCG), wanted to thank those members, (PR, DT, JF), who gave out the survey in the waiting room and the pharmacy, encouraging patients to complete and return it or complete the survey on line. There has been a very good response.
- **Get Help Sooner project: -**
  - SW explained about the CCG project which will encourage patients to accept the option of seeing another health professional or service sooner, where appropriate, rather than waiting for a doctor's appointment. It would be helpful if PPG members would be happy to hand out the leaflet and talk to patients in the waiting room
- **PPG Membership: -**

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JF has contacted and sent posters to schools and colleges, asking for a young person to represent young patients on the PPG. So far there has been no response. KB said she would take a poster for Tesco's staff room.

- **A.O.B.: -**

- Market Weighton Community Action Group: -

- There is to be a Community Consultation regarding Health and Wellbeing on Monday 1<sup>st</sup> April 1-30pm to 3-00pm and 6-30pm to 7-30pm in the Community Hall. The Lead for the event, Paul Peacock, ERYCC, requires facilitators for the discussions. SS said that she would contact him.

**Date and time of next meeting: Monday 8<sup>th</sup> July 2019 at 4-00pm.**

**Please enter by the main door and sign in at reception.**

