

Market Weighton Practice
Patient Participation Group Committee Meeting
Monday 7th October 2019 at 4-00pm
Minutes

- **Present:** - Committee Members: Joan Fletcher (Chair/Note-taker), Deborah Tomkinson, Susan Strangeway, Stuart Curwen, Ruby Watson, Karen Berry, Hilary Chester, Graham Ward, Sue Wardlow (Service Manager, HTFT). Practice Staff: Susan Smith (Practice manager), Nurse Julie. Observer: - Diane Foster

- **Apologies:** - Erica Cross, Barbara Pace

- **Welcome:** - Introductions were made and JF welcomed everyone to the meeting.

- **Declarations of interest:** - None

- **Healthwatch presentation:** - Due to the non- attendance of the presenter, this item was postponed.

- **Minutes of the previous meeting:** - Agreed

- **Matters arising not on the agenda:** -
 - Practice Newsletter: - Discussion took place regarding the request for 16 to 18 year old PPG members. It was agreed that SW/SS should refer the matter back to Humber Teaching F.T. as they felt it might be seen as age discrimination.
 - Extended Access: - This service has proved successful and gets fully booked up.
 - Community Physiotherapist: - JF reported on the phone call which she had with M. Billings, Clinical Lead for the City Healthcare Partnership. He explained that there had been a loss of 6 physiotherapists, but CHCP would consider reinstating the post when the new budget was received in April. In the meantime, patients can still refer themselves to the community physiotherapist in Driffield.

- **Practice Update - Sue Wardlow/Sue Smith: -**

- Staffing: - There are still vacancies for another GP and an Advanced Nurse Practitioner. Dr Eze has left the practice and Dr Djoukhadar has recently joined the practice.

The administration team is now fully staffed.

- Market Weighton Practice is the top performing practice in the area for patients taking up the NHS App, with 320 doing so at present. NHS Digital will be coming to speak to the practice and patients regarding how this is being achieved.

- Boditrax is now coming to the practice. Patients will be able to check on weight, fat allocation, blood pressure etc. The community link workers will help patients identify strengths and weaknesses

- The Care Quality Commission has been doing a telephone review involving interviews with SW/SS/Dr Buswell. SW reported that they are very satisfied with the practice. JF enquired whether they had taken into account the Friends and Family results. SW confirmed that they had.

- Engage Consult-consultations are available to parents and carers, as well as patients themselves. There is a 48 hour turn around for a reply, unless seen as urgent. An urgent case would be flagged up early in the consultation and the patient informed as to what action they should take

- GP Contract with NHS England - all practices must have the availability of on-line consultations from April 2020

- APEX - this is a piece of work which will be carried out across all Humber practices. Its aim is to look at skills, roles, standardisation and future planning.

- Carers Pack - the pack is now available in the surgery. The community link workers will work with patients. There is also a bereavement pack.

- Telephone changes- the practice will be following other Humber practices and will change the telephone provider to KCom.

- **Patient Concerns: -**

- Reports from hospitals: - Concern was expressed regarding the delays in reports being received from hospitals and lack of communication with patients. SW said that there are delays from the hospitals and the individual departments choose whether to send the patient a copy of the letter. When a report arrives at the surgery, the duty GP will decide whether or not it is necessary to contact the patient either by phone or text. The practice no longer uses a fax machine, as its' use is regarded as not being appropriate under data protection rules. As from April 2020, it is hoped that patients will be able to see their full record on-line, which will help regarding this problem.

- Reception Team: - Members told of patients who feel that a few members of the reception team are not helpful or welcoming either on the phone or at the desk. It was

pointed out that nobody looks forward to attending the surgery or phoning in. A friendly greeting costs nothing and can help a patient feel more relaxed. SW said that the team are going on a customer service course, which will hopefully deal with this concern.

- GP Representation: - The Committee feels that there is now a gap where Dr Wilkinson and Dr Evans used to attend the PPG meeting. We changed the time of the meeting to accommodate the staff and we found it very useful to be able to have their clinical input as well as their own views on the topics raised. The members appreciate Nurse Julie's attendance. SS reported that the GPs have been invited to attend, but so far no-one has volunteered to do so. Members expressed their disappointment and hoped that this will be conveyed to the GP staff members.

- Appointments: - Discussion took place regarding the various ways in which patients are able to obtain appointments. Concern was expressed regarding those patients who are not computer literate and need to use the telephone. SW assured the group that there are far more telephone appointments available than the number of appointments on-line.

- Systmonline: - GW raised the issue that the link shows the old practice name. SW said that this was an NHS link and that she would look into it.

- **Vaccinations:** - Flu vaccinations are only available for over 65's at present. Other patients who require vaccinations will be seen in the near future.
- **AGM 2020:** - after discussion regarding the ways in which we can publicise the event, Monday 27th April 2020 was chosen as the date for the AGM.
- **Emails:** - It was agreed that due to data protection JF would continue to send out emails in BCC form. It was also agreed that she would continue to send out notices of meetings which members may wish to attend.
- **MW Community Group:** - The group, which continues to meet monthly, includes representatives from most of the organisations in the town and local villages. Its primary aim is to improve the health and wellbeing of members of the community. Thanks was given to SS/SW for allowing the group to meet at the practice.
- **GP-Patient Involvement Group:** - The next meeting will be held at Health House on Wednesday 4th December at 10-00am. As Peter R. has resigned as a member of the PPG Committee, JF can take another member with her. Members were asked to email her if they wish to attend.

- **NHS App:** - This topic was dealt with under the practice update.
- **AOB:** - RW had attended the Carers Advisory Group. She had been told that there had been a problem regarding East Riding of Yorkshire's new Mental Health Care worker, who had experienced some difficulty getting a room at the practice in order to meet a practice patient. SS/SW responded and it was agreed that there would be no cost involved. If a room was available, then the worker would be able to use it.
 - S. Strangeway (SStr) reported on a meeting at which she met Tony Barker from Vixen Radio. She suggested, and it was agreed, that JF should contact him regarding PPG matters, especially about publicising the AGM. SStr also said that he had asked about Vixen Radio being played in the waiting room and whether the practice would want some publicity. SW replied that she would have to speak to Humber TFT regarding the publicity, but it would not be possible to have Vixen playing in the waiting room.

The meeting closed at 6-00pm

Date and time of next meeting: - Monday 13th January 2020 at 4-00pm.

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