

YORK MEDICAL PRACTICE PATIENT GROUP MEETING
Tuesday 26th April 2017

Chair: Maggie Ennis (ME) / Sonia Jacks (SJ) from 1.30pm
Minute- taker: Peter Henderson (PH)

Present: Richard Bedwell (RB), Maggie Ennis (ME), Peter Henderson (PH), Lauren Hoadley (LH), Sonia Jacks (SJ), Glyndwr Whitworth (GW),

1. Apologies: Penny Alexander, Stephen Alexander, Joyce Jacobs, Paul Leonard, Alan Macmillan, Dr Q Parsons

2. Minutes of the last meeting: 28th March 2017 agreed

3. Matters arising:

Telephone message, SJ: A discussion took place on the two most recent alternative wordings of the message, and the wider view. RB dissented on the basis that no message was needed during opening hours and only unnecessarily delayed an anxious patient speaking to a receptionist. A proposed alternative agreed by the PPG has been provided for consideration to the practice through LH.

Action: LH to report back on result

CQC Report, LH: The Final report has been released and circulated after the numerous factual inaccuracies identified in the draft were amended by the same team who wrote that report. Despite the changes a higher rating was not allocated. The next Inspection will be in 3 years. The PPG again congratulated the Practice on the inspection outcome and the standards achieved.

Logging on: in SA's absence this item was deferred to May YMPPG meeting.

Action: JJ to include this item on May's agenda

Newsletter, LH: The practice has now established how to directly access their patient email data base. E mail copies of the Newsletter will be dispatched shortly.

4. Progress on Diabetes Health Event, ME : Details of the June 21st event to be held at the Surgery were provided at the last meeting. ME pointed out that it was World Diabetes Week in the week previous to our event 11-17th June, PPG Week is 19-24th June. ME assured the meeting that Diabetes UK would support the event with documentation including posters, recipe books and health advice etc. In SB's absence further discussion was deferred till the next meeting.

UPDATE :ME and SB to meet 8th May to discuss developments/plans

Discussion regarding the wider issue of the Patient Week was also deferred. It is hoped that appropriate actions in conjunction with the practice can be identified.

5. Waiting room pictures, PH : The photographs have been printed on A3 Card and presented to the Practice. PH was thanked for his efforts. LH will arrange for them to be hung in the waiting room.

Action: LH to arrange for the display of the 4 photos in the waiting room

6. Stress/Anxiety Health Event, PA: Given the Princes' recent statements on the subject it was remarked that this was a highly topical subject to choose for the next Health Event. Further discussion was deferred till the next meeting in PA's absence. ME emphasised the need for any information including articles on the subject to be collected when people see them, as previously requested.

Action: JJ to include this item on May's agenda

7. AOB

Lack of a practice partner, PH: The lack again of a practice doctor at the meeting was registered.

Action: LH will ensure this does not occur again.

Nurse Appointments on-line, GW: Despite the designation of 'nurse' being added to the appropriate names in the appointments section of the website a number of appointments have continued to be made where the consultation should have been with a doctor. On a temporary basis on-line nurse appointments have been withdrawn increasing the workload of the receptionists. The practice is reviewing the situation including revisions to Vision's webpage.

Consequences of Treatments, SJ: Concern was expressed at the failure to indicate both the medical and non-medical consequences, prior to adopting a particular course of treatment. In this case the potential loss of a licence to drive. The issue arose from a NHS referral for Sleep Therapy to a private Clinic which advised that failure to utilise the prescribed CPAP mask and machine placed the clinic under a duty to advise the DVLA. Questions regarding wider medical issues involved were related privately to the practice.

Complaints, PH: Enquired if there were any complaints of which the PPG should be aware. LH advised she was unaware of any medical or non-medical. PH indicated he had heard third hand of an issue relating to the changed Ear Syringing policy, where a patient asked for a nurses' appointment, was referred to a doctor who initially stated Irrigation was required, but after a considerable time consulting colleagues, subsequently advised that the practice could not undertake the procedure.

Website - Cryo & Syringing Policy, PH: Its removal from the website, although there was reference to it in the Newsletter, does not indicate a change of policy.

Action: LH has undertaken to add this as a separate Policy Statement.

Cryo & Syringing Policy, PH: Enquired why there are still NICE guidelines on Irrigation with a clear statement of who can receive the treatment. GW reiterated that whilst 50% of local practices still provided the service Richmond CCG has removed funding for these procedures. A number of practice nurses have been struck off for piercing eardrums; although present in every invasive procedure legal concerns here are significant. The nature of the medical negligence involved was not pursued. LH advised that all visits are coded hence the CCG's ability to withhold payment.

Empty Waiting Room SJ: Should the apparent lack of patients in the waiting room be viewed as a concern? LH advised it was the sign of an efficiently functioning practice with no one being kept waiting unnecessarily. On average 3 doctors are the minimum on hand at any one time each taking 16 appointments. There are approximately 210 appointments a day spread between doctors and nurses.

Out of Hours Cover: LH advised that changes are under consideration. She asked for the item to be placed on the May Agenda.

Action: JJ to include item on out of hours cover on May's agenda

8.PG Topics: Interest Group Enlargement: Non-attending Committee Members: Given the reduced numbers attending this month discussion was deferred on both topics till the next meeting

Action: JJ to include both of the above items on May's agenda

Date of next meetings: 30th May, 27th June, 25th July

Chair ME

Minute-taker: JJ