

**YORK MEDICAL PRACTICE PATIENT GROUP MEETING**  
**Tuesday 28<sup>th</sup> February 2017**

**Chair: Maggie Ennis (standing in for Ken Mason(KM))**  
**Minute- taker: Joyce Jacobs**

Present: Penny Alexander (PA), Richard Bedwell (RB), Peter Henderson (PH), Lauren Hoadley (LH)), Maggie Ennis (ME), Sonia Jacks (SJ), Alan Macmillan (AM), Glyndwr Whitworth, (GW), Hannah, Student Nurse

1. Apologies: Stephen Alexander, Zander Lavell
2. Minutes of the last meeting 31<sup>st</sup> January 2017: agreed
3. Matters arising : Telephone Message – this remains work in progress. Eleanor Brunton (EB) has listened to the current script and agrees it needs changing. For one thing it is too long - almost two minutes. EB will send a copy to SJ for revision.  
The letter to the CQC by the PG had received no reply but the inspection report has now arrived and the summary will be put on the website. All aspects of the Practice's work were 'good'. A non-clinical improvement in dealing with carers was identified. Readers of the report got an impression of cutting and pasting from a word-bank. ME, on behalf of the PG, congratulated the Practice on the Inspection report.  
YMP PG email address is still work in progress with EB  
In relation to 'Choosing a hospital' in September's Newsletter AM asked what could be done by a patient about a delayed follow-up appointment with a consultant. It was suggested that the patient contact PALS at the relevant hospital.
4. Signposting: PA and ME each attended a presentation by the CCG on two organisations, RUiLS and GoLocal, about help with living independently. There are leaflets in the waiting room about these services and they will be mentioned in the Newsletter. This scheme is aimed at receptionists who will direct the patient to the appropriate place. There will be someone in the Practice who will be aware of all

the services in the area and this will free up GPs to do more clinical work but there is no national funding for this work. All such services should be available on-line and could be accessed by the patient or by the Care Navigator.

It was pointed out that the work of the two organisations overlaps with services offered locally by Age UK.

5. Annual Health Event: PA reported that two practices (both in the same building) in Sheen had organised a health event on stroke. There were four speakers, one of whom was a consultant. The event was held at midday and there were 30 attendees.

The diabetes event at the YMP is still at the planning stage with Sheila Breen and ME who will meet shortly to take the matter further. There was debate about the time during the day or possibly a Saturday morning when the event should take place. The most likely time is an early evening slot. Dr P said that the diabetic patients were a well-controlled group in the Practice and asthma (another suggested event) was more difficult as asthmatics were a more diverse group. However a problem affecting many people including young people is anxiety and stress and this would benefit from a health event. It should take place in late September when Saint Mary's University is in term.

**Action:** ME and SB to meet to plan the diabetes health event.

6. March Newsletter: Draft copies of the March edition were handed out with items on changes to ear syringing and cryotherapy on P1, Help and Support on P2 and NHS Health Checks on P3. Arrivals and departures were to go on P4 with an item on Breast Screening if there is room. However JJ suggested that there should be a screening tab on the Surgery website to include breast screening, bowel screening etc.

The item on changes to ear syringing and cryotherapy had to be reviewed by a clinician and LH said she would email the piece to Dr P and then back to JJ.

It was suggested that the Newsletter should be emailed to all patients for whom the practice had an email address and this was agreed.

**Action:** JJ, ME and PA to finalise the Newsletter as early as possible in March.

7. Website: In the online system for booking appointments the GPs were shown as 'Dr' but the nurses as 'Mrs' and this was causing confusion to some patients who have been booking appointments online with the wrong clinician. EB has been trying for some time to get Vision to change the designation of the Nurses from 'Mrs' to 'Nurse' but Vision has been slow to respond. EB has taken the matter up with the Vision account manager who happens to be the Chair of the Vision Users' Group.

JJ said that the Practice Nurses' qualifications were shown on the 'Practice Staff' section of the website but their specialities were no longer shown. **Action:** LH will deal with this problem and add the specialities of the short-term GPs.

8. Photo competition: LH handed round black and white photocopies of the entries. It was felt this did not do the photos justice and therefore it was not easy to choose. ME pointed out that few of the pictures were actually taken in the area in Twickenham covered by the Practice. There were a couple of other matters for discussion: the size of the pictures, the location in the waiting room and RB asked if the pictures could go on the TV monitor.

**Action:** KM and PH to pursue.

9. YMP PG Email address: SA (see above in Matters Arising)

10. AOB: The Practice is meeting times on providing prescriptions so that patients can collect their medication within 48 hours. (However three members of the PG reported waiting a day longer.) Dr P reported that there are too many ways to request prescriptions: by post, by email from the patient or pharmacy and online. There is now a move to rationalise the system by trying to get patients who can to order online.

Additionally, pharmacies will be given one year's worth of repeat batch prescriptions for patients on long term medication who are stable

11. PG Group Topics: Change of Chair and Note-taker. In the absence because of illness of KM this was held over to the March meeting.

Interest Group Enlargement: SJ said there were no application forms available in the waiting room and would email LH to ask her to provide some. SJ will also email the Interest Group to alert them that the March Newsletter is on the Website

**Action:** SJ to follow up

**Next meetings:**

**28<sup>th</sup> March, 25<sup>th</sup> April 2017, 30<sup>th</sup> May**