

# YORK MEDICAL PRACTICE PATIENT GROUP MEETING

Tuesday 30<sup>th</sup> Jan 2018

1pm in the meeting room

**Chair: Peter Henderson**

**Minute - taker: Joyce Jacobs**

Present : Stephen Alexander (SA), Penny Alexander (PA), Maggie Ennis (ME)(until 2pm), Lauren Hoadley (LH), Paul Leonard (PL), Alan Macmillan (AM), Ken Mason (KM), Dr Q Parsons (QP) Glyndwr Whitworth, (GW),

1 **Apologies:** Conal Baxter (CB), Richard Bedwell

2 **Minutes** of the last meeting 28<sup>th</sup> November 2017: agreed

3 **Matters arising** not included in the agenda: Accessibility - PA commented on item 3 in the notes to item 6. She suggested there should be a named person, 'a champion' in the Practice to look at such problems. LH volunteered to take on the role of 'champion'. She said that no other practices in the area had information on their websites about accessibility but that did not preclude us from having anything. She said that one of the problems was defining accessibility and the conditions that come under the heading. LH, PA and JJ will put together an item for the website.

**Action: LH, PA and JJ to report back.**

4 **Carers' event**, 28<sup>th</sup> February – PL reported he had designed a flyer advertising the event which is now on the website, on the notice board and in all rooms and GPs are promoting the event. LH said she would send a targeted text reminder. However as a text may not reach 'hidden' carers she would send a blanket email as well. The expectation was that round 20 carers would attend. The speakers are to be Margaret Dangoor, the local ambassador for Carers UK, a speaker from Richmond Carers and PL who is a carer himself. At the moment the events are limited to one hour with the three speakers having a ten-minute slot and 30 minutes for questions and general discussion. There had been a proposal to allow speakers 20 minutes each but at the moment there has been no response.

**Action: PL to report on the even event at the next PG meeting in March.**

5 **NHS data opt-out** . There will be two choices for opting out. The first, Type 1 opt-out means that a patient's personally identifiable data will not be shared outside the Practice. Type 2 opt-out means that a patient's personally identifiable data will be shared for research and planning but not be used outside the NHS. From May 2018 onwards the patients of the YMP will be able to use the Vision website (used for ordering repeat prescriptions and making online appointments) to choose their opt-out. People not registered with Vision will be able to phone their choice to the Practice. Several problems were voiced about the opt-out: there is no definition of the data to be shared, the real possibility of the data being used for marketing or sold on and hacking into the data. QP said the data is encrypted. LH said that Vision is to run a workshop on dealing with the opt-outs and she will advise the PG.

**Action: LH to advise the PG about the data opt-out**

6 **March newsletter**. RUILS befriending scheme is a part of a larger service provided for Richmond residents. The befriending service which was trialled in the YMP is now being rolled out to other practices and would be a good feature for the newsletter. Other items could be the early publicising of flu jabs and the benefits to patient if they are referred to hospital after dialling 111. LH will provide arrivals and departures and QP mentioned that thankfully the Practice staff numbers have been pretty stable over the past few months.

**Action: JJ to draw together the items for the newsletter to be published early in March**

7 **YMP Patients' Survey and survey of Interest Group**. LH reported that the complaint about text messaging had been resolved. JJ reported she had sent out 34 emails to the Interest Group (IG) on 11<sup>th</sup> December and following that there were 15 responses to the patients' survey. As the survey was anonymous it is not possible to say if it was the IG responding in those numbers. This could mean that the idea of having an IG was working.

8 **Complaints to the Practice**: There had been three complaints to the practice. The first was about the definition of 'housebound'. The second was about the non-referral of a patient who should have been referred to hospital and the third was about the inability to contact a patient whose clinic had been

cancelled. Procedures have been rectified to stop these last two events happening again.

**9 AOB:** QP said that LH had been promoted to Practice Manager and she was congratulated. PL said that the ECO Group looked after the cemetery opposite the Surgery and it was a quiet and peaceful place for meditation. He also mentioned that NHS cards are not now issued and if one moves house there is no way of changing the address on the card. He asked QP if there was a practice archive as he had a photograph of a Dr Wilde. QP said there was no archive but would be grateful for the photo.

ME said there would be another health walk from the Surgery through Crane Park starting at 10.30am on 16<sup>th</sup> February. She also said that there was a potential new member of the Committee and she would invite him to the next PG meeting.

Some Practice staff had managed to avoid having their pictures on the YMP website and LH said she would rectify this.

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### **Patient Group Topics**

**Contact with St Mary's University:** The previous SU President had not been to any PG meeting over the last two years. ME reported that she had met the current president CB at St Mary's in November. He told her that a replacement would be sought around March since he was only doing the job for one year. CB also said that the roles/duties of the SU President and other officials were being reviewed. ME said she would like to visit the Medical Centre in St Mary's to see, for example, where and how it functions and if the newsletters and minutes are displayed. GW agreed and ME will contact Nurse Sheila Breen to organise a date.

**Action:** ME to report back at next PG Meeting in March

**Future of the Interest Group :** JJ wondered what we were offering the IG more than a copy of the minutes and the newsletter. Both of these are now available on the website. It was clear that many in the IG were likely to have responded to the Text Messaging survey for which we were grateful.

PA pointed out that we haven't yet overcome the problem of our inability to recruit young people or young mothers and fathers. We thought about

identifying specific interest groups - people with diabetes, carers and people living with long term conditions. PA said she would contact LH about identifying people with similar conditions.

The next agenda should include an item on future health events. A suggestion was one for people with respiratory problems but JJ thought there were only around 200 asthmatics on the YMP books. PA said she would contact LH about the numbers of people with all respiratory problems and other groups of patients as a potential for the next health event.

**Action:** PA to report back

**Next Meetings: Tuesday 27<sup>th</sup> March and Tuesday 29<sup>th</sup> May 2018**

**Chair: PH, Minute taker: JJ**