

# YORK MEDICAL PRACTICE PATIENT GROUP MEETING

Tuesday 27<sup>th</sup> March 2018

1pm in the meeting room

**Chair: Peter Henderson**

**Minute-taker: Joyce Jacobs**

Present : Stephen Alexander (SA), Penny Alexander (PA), Richard Bedwell (RB), Maggie Ennis (ME)(until 1.30), Lauren Hoadley (LH), Paul Leonard (PL), Alan Macmillan (AM), Glyndwr Whitworth, (GW).

- 1 **Apologies:** Ken Mason, Conal Baxter, Dr Q Parsons (acting as emergency GP in the absence of another GP)
- 2 **Minutes** of the last meeting 30<sup>th</sup> January 2018: agreed
- 3 **Matters arising** not included in the agenda: None
- 4 **Health Walks** – ME reported that the walks (which grew out of the diabetics event) are now taking place every two months with the next one in June. The walks are done in stages so that participants can opt out near public transport if they wish. ME would like a few more participants.
- 5 **Carers' event** – PL reported that the event went well although it was held on the coldest and iciest night of the year. This meant that not all those who said they would attend actually did so. PL's note on the event will appear in the next newsletter.

PA suggested getting together with the Acorn Medical Practice to hold an event focussed on young carers. She also suggested that the two Patient Groups also get together for mutual benefit.

**Action: PA to follow up**

- 6 **Accessibility Working Group:** This item was in the March newsletter and is also on the website where patients are asked to identify themselves or anyone they know who may have difficulty in accessing the Practice's services. LH reported that there had been no response so far.

7 **Living Wills** (now known as Advanced Decisions). SA said these are a written statement detailing a person's desires regarding future medical treatment in circumstances in which they are no longer able to express informed consent. A patient who has made such a will should write to their GP and the existence of this letter will be flagged on the patient's record. This letter can also express the wish of the patient not to be resuscitated. PA and SA, who have made living wills, will send the medical letter to GW who will investigate how it is dealt with in the Practice. She also said that a lawyer had spoken to the Practice some time ago and Dr Parsons was conversant with the subject. However there are few of these documents on patients records at the moment but the numbers would probably grow in future. LH said she will check the YMP views and the BMA guidelines on the subject.

**Action:** PA and SA to send their letters to GW; LH will report back at the next meeting; JJ to add to the May agenda

8 **Future Health Events:** Several subjects were mentioned and the Interest Group could be asked for their suggestions. Following the success of the Stress event it had been suggested that it should be held twice a year. PL suggested diet and exercise and healthy living with a dietician and a physiotherapist to attend. LH said that the broader the subject the greater the uptake.

**Action:** PA, JJ and ME will meet to discuss

9 **NHS data opt-out:** LH said the General Data Protection Regulations will begin to be rolled-out on 25<sup>th</sup> May.

There are three considerations for the Practice.

- 1 How to share information with hospitals etc
- 2 Patient access to their own records
- 3 How information is stored. Something simple like an email address will be subject to the regulations.

There is to be more training for Practice Managers before the implementation date.

**Action:** LH will report on progress at the next meeting

10 **Complaints to the Practice:** LH reported there had been two complaints to the Practice – one was the fault of an outside agency and the second was

about the complainant's treatment by members of staff. On the other hand there had been two very complimentary letters about the prompt and efficient service provided by the Practitioners.

- 11 AOB:** A member of the Interest Group had asked about the item on flu jabs in the newsletter. It mentioned that two different types of flu vaccination which will be available to over and under 65yr olds. The member would like to know more about the two types. GW said that it was early days for detailed information about the flu jabs and when more information is available it will be put on the website.

AM raised the issue of batch prescribing in which, say, six month's supply of drugs are authorised by the GP to be dispensed to the patient by the Pharmacy one month at a time. AM said that if he asks for one item from his monthly batch-prescribed drugs he is given all four. He asked if this was the responsibility of the Practice or the pharmacy. LH said it was the pharmacy who was at fault and the drugs should be dispensed individually on request. The Practice is charged for each of the drugs on the batch prescription whether or not they are then dispensed to the patient. JJ asked why some drugs appeared in the batch section and others had to be requested each month, GW said these drugs were usually the subject of reviews or tests and the dosage could change from time to time. LH said she would produce a note about how the prescribing system should work.

**Action:** LH to write note about batch and other online prescribing.

RB raised the issue of ear syringing and said he had been told by a GP that he should have it done privately as it was no longer carried out at the Practice. This was wrong. He should have been referred by the Practitioner to the West Mid where removal of wax is done by microsuction. The referral time to the West Mid is around two weeks.

PA said that the PG Network meeting asked for examples of things the PGs do and she was able to mention the Carers event, Healthy Walks and the Newsletter. She repeated that it would be useful to meet other Patient Groups in the area.

PH said his wife had been given a prescription at St George's Hospital and instead of taking it to the hospital pharmacy they had taken it to a local pharmacy where it was treated as a private prescription. A warning.

PG Topics

1 Future of the Interest Group. JJ said she had sent the Interest Group the Newsletter and the agenda for this meeting. She had had two responses. PH said he would draft an email to them to get ideas for future events and subjects of interest to them.

2 Contact with St Mary's. ME had made contact with Conal Baxter and had visited the YMP clinic at the University.

3 Group of 100 of the NAPP. JJ said the PG had joined this group which was to help NAPP with Patient surveys once a month or so. SA volunteered to take responsibility for this.

Next meetings: Tuesday 29<sup>th</sup> May, Tuesday 31<sup>st</sup> July and Tuesday 25<sup>th</sup> September.

Chair: PH. Minute-taker: JJ