

YORK MEDICAL PRACTICE PATIENT GROUP MEETING
Tuesday 30th May 2017

Chair: Maggie Ennis
Minute - taker: Joyce Jacobs

Present: Penny Alexander (PA), Stephen Alexander (SA), Richard Bedwell (RB), Shiela Breen (SB), Dr Paul Elgey (PE), Peter Henderson (PH), Lauren Hoadley (LH), Sonia Jacks (SJ), Alan McMillan (AM), student nurses Georgina and Grace

- 1 Apologies: Sonia Jacks, Paul Leonard, Glyndwr Whitworth, Dr Q Parsons
- 2 Minutes of the last meeting, 25th April 2017: agreed

3 Matters arising

a) New telephone message: LH will deal with this as a priority. It was felt that the message was too long but the information about an emergency was mandatory.

Several suggestions were made about changing the message: the message related to both daytime and out-of-hours services and should there be a separate day-time message; should there be an pre- and post- 10.30 am messages. LH said that these were not possible because of technical reasons. PE pointed out that there had never been any complaints about the message and wondered if there was really a problem. SA said that unless a patient is calling several times a week the length of the message is not a problem. Much of the message is statutory and the rest is useful to patients & the practice. PE suggested that the PG should run a survey.

b) The photographs to decorate the waiting room walls are with the framers and will be hung shortly.

Action: LH to look further into the new telephone message

4 CQC Report – possible PG response:

LH reported that she and Eleanor Brunton had looked at the CQC reports of several other neighbouring Practices but it was very difficult to

compare the outcomes. PE commented that any PG response was not worth the candle and it would not change the outcome. A formal appeal would result in another inspection.

5 Diabetes Event 21st June.

ME reported that a poster was now on the YMP website and displayed in Clinician's rooms. SB and ME have finished the planning including four T2 diabetic patients who will talk about successfully managing their diabetes well with a question and answer session afterwards. There will be information about local and national diabetes groups and organisations. Documentation about those attending and a feedback form had also been completed. A walking group will be proposed to provide motivational good company and an opportunity informally to talk about their experiences. The event will be advertised via text messages, emails, a poster and letter. PE suggested that all patients should be asked if they would be happy to receive information emails or texts. PE also suggested that the local press should be invited but SB suggested that perhaps that should wait until the number of responses is known ie by 14th June.

6 Stress, Anxiety Event :

It was clear that the focus of this event was going to be difficult to define – stress or anxiety or both and who were to be the target patients – teenagers, young adults or adults. It was also not clear who could be contacted – local schools, parents, patients or students at St Mary's University (SMU) . PA reported that SMU had now recruited a well-being team. LH also reported that there is now a free and confidential Richmond Wellbeing Service to which individuals can self-refer. Information about this service is on the YMP home page.

Action: a) PE suggested that PA should email Dr Parsons about the shape of the event and what it is to offer and to contact Bill Summers of the Richmond Wellbeing Service.

b) RB to liaise with PA about an event he is attending about stress and carers.

c) JJ to ask a young neighbour to write about her experience of being a sufferer from anxiety.

All to report at next meeting.

7 Out-of-hours cover

PE reported that if a patient rings after the surgery has closed they will be transferred to the East Berkshire out-of-hours service. The contract has been extended for another year and is funded by the Friends of Teddington Memorial Hospital. This was not previously known to PG members and was much appreciated by them.

8 AOB: *Changes to earwax removal service (EWR)*

RB said that the Practice is now issuing advice (written, by Dr. Boughton) which includes a recommendation to consider the use of an 'ear bulb syringe which can be bought at a pharmacy'. However the pharmacy in Hampton Hill recommends against them. If the Practice is recommending them would it not be a good idea to speak to associated pharmacies and have a joint approach on the subject? In addition the Practice is giving out a leaflet promoting something called The Outside Clinic which appears to be a private service. Is this right? PE said EWR cost the Practice 100 20-minute nurse appointments per year and is now not funded by the CCG. The GP indemnity insurance does not cover negligence claims arising from non-funded procedures such as EWR. The leaflet had been endorsed by the NHS.

Email prescription renewal requests

RB's wife recently emailed a request for a prescription renewal which did not get an acknowledgment (as has previously been the case) and, when called, reception was unable to confirm that the email had been received. LH said this was a consequence of the recent hacking of NHS computers and the problem was resolved quickly

Organisation of GP's phone calls

RB reported that despite postponing a call several days earlier, the GP tried to call his wife on the original day and this wasn't the first time it had happened. LH apologised and said it was just a mistake on a receptionist's part.

Complaints

PH suggested that any complaints to the Practice should be reported to the PG every month as non- medical complaints could be taken up by the PG. It was suggested that LH should bring the details to the meeting monthly. This subject should be on every agenda.

Action: JJ to add this item to every agenda

9 PG Topics in absence of YMP staff.

Logging on to the YMPPG email address – SA said it was now possible to do so.

Interest group enlargement – There will be a poster for the notice board but doubt was expressed about patients actually seeing it as they walk past the notice board. There was no discussion about who would produce it.

Non-attending committee members – this item was aimed at members who did not attend and did not send apologies eg Zander Lavell(ZL) in accordance with the PG Terms of Reference. ME said that ZL is about to leave St Mary's (SMU) and had already been in contact with her so they could meet up before he goes. It would be valuable to talk about the needs of the SMU students over his two years as president. His successor arrives in July, and ME hoped that through liaising with ZL, she could meet up with his successor to discuss SMU representation at future meetings.

Action: a) SA to send around the log-in details to everyone again
b) PG to organise poster for Interest Group recruitment
c) ME to report on meeting ZL and his successor.

Next Meetings: **27th June, 25th July, 29th August**