

**YORK MEDICAL PRACTICE PATIENT GROUP MEETING**  
**Tuesday 25th July 2017**

**Chair: Stephen Alexander (SA)**  
**Minute - taker: Penny Alexander (PA)**

Present: Richard Bedwell (RB), Lauren Hoadley (LH), Alan MacMillan (AM), Peter Henderson (PH), Ken Mason (KH), Glyndwr Whitworth

**1 Apologies:** Sheila Breen, Paul Leonard, Sonia jacks, Maggie Ennis, Joyce Jacobs.

**2 Minutes of the last meeting:** 27<sup>th</sup> June 2017 agreed

**3 Matters arising:**

The Practice phone message has been changed by LH  
SA commented that following our T2 Diabetes event he has seen that Kingston Hospital is asking for Diabetes champions. GW said she will inform Shelia Breen

**Action: GW**

A local walking group suggested at the T2 Diabetes event in June, is to be set up in the next few months. It will begin and end at YMP and will be set up by a patient, not the Practice. Richmond CCG is including this as part of an article compiled after the event with ME and YMP staff. Diabetes UK are keen to use the content of the article in their publicity too. ME arranged for it to be sent to them (*additional comments added by ME and LH following the meeting for clarification*)

The Practice is continuing to support the befriending service, run by Go Local. So far 8 out of 10 patients identified could benefit and the Practice hope to identify more patients for whom this service could be beneficial

**4 Stress, Anxiety Event:** Wednesday 18<sup>th</sup> October 6pm

PA reported that she has been in touch with the Richmond Wellbeing Service, Mind and Off the Record. GW commented that Off the Record is being taken over by another provider and is now closed down. PA will get back in touch with her original contact to see if they will still be able to attend in October.

GW suggested that we approach Crossroads, which is based at St Stephen's Church. PA asked Lauren to ask Dr Parsons if he would still recommend that Phoenix be invited

**Action: LH and PA**

## **5 Medical and non-Medical Complaints**

LH reported that there had been two complaints relating to referrals and that these had been dealt with satisfactorily by the Practice.

GW reminded AM that the procedure for complaints is laid out on the Practice website.

AM also raised the point that there will be times when a member of the group may feel it is appropriate to raise an issue that is relevant to themselves, but also has wider implications for the practice population and therefore needs consideration from the group and the Practice

## **6 Wellbeing Workshop for the Elderly**

This event was attended by PA and SA.

A wide provision of care and support was highlighted as being made available at this meeting. However it was clear that far more signposting is required for the whole Borough to enable people to understand what support they could access. This needs various methods of distribution.

As always the hard to reach people without modern technology need to be included GW added that the practice will be providing signposting. One member of reception staff has been trained up to accommodate this.

The Practice has paper copies of Go Local's leaflets available and on display Where appropriate frequent attenders are encouraged to get in touch with the Go Local befriending service.

Age UK also offer a wide range of support.

## **7 DNAs**

LH reported that a reminder text is sent one week and one day before a booked appointment via a new software system. The patient can cancel this appointment immediately by text if they wish to.

This method is also used for Flu jab clinics

Stats re DNAs are looked at monthly and after two non-attendances a patient will be sent a letter

Figures on DNAs are to be placed in the Waiting Room

After a visit to a clinician you will receive a text asking you to comment on its quality, in the same way as the Friends and Family questionnaire.

We asked LH about telephone call backs from a GP and what happens if the patient doesn't answer the call. The GP will try 3 times. This is logged, but not as a DNA.

## **8 September Newsletter**

Suggestions include

1. 2 GP hubs, Teddington Memorial and Essex House, Barnes
2. DNAs **Action LH** to send comment to Joyce
3. Telephone call back system for non urgent discussion with regular GP

**Action LH** to send to Joyce

4. Various Health messages, E.g. Shingles.

Health Checks in the practice are broader than those carried out in supermarkets or the chemist.

Whooping cough jabs for pregnant Mums

Flu jab clinics **Action LH** to send dates to Joyce

5. Diabetes event write up

**Action PA** to liaise with Maggie and Joyce re all of the above

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## **9 AOB:**

1. Joyce sent a message to say that when booking an online appointment, the words "Normal - WEB" appeared in the list. LH said this is not correct

**Action LH** to look at

Joyce also commented that a GP name she did not know came up. This was Dr Sarah Britton- she is a salaried GP

2. When booking an appointment with a known GP, three weeks wait may be necessary, but a patient will see someone who is familiar with their various medical conditions. LH commented that generally ten days would be the average wait for a GP of choice.
3. LH is happy to set up and maintain a YMPPG email account which would make the newsletter look more related to the PPG.

**Action LH.**

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## **10 Patient Group Matters:**

Terms of Reference (TofR). Not dealt with at this meeting.

JJ has produced a new draft of the Tof R and circulated it to the PG. This will be discussed at the September meeting.

PH gave his apologies for the September meeting

**Next Meetings: Tuesday 26th September and 28<sup>th</sup> November**

**Chair: ME Minute-taker: JJ**

DRAFT