

YORK MEDICAL PRACTICE PATIENT GROUP MEETING

Tuesday 26th January 2019

1pm in the meeting room

Chair: Peter Henderson

Minute-taker: Joyce Jacobs

Present: Penny Alexander (PA), Stephen Alexander (SA), Maggie Ennis (ME), Paul Leonard (PL), Lauren Hoadley, (LH), Ken Mason (KM), Dr Quentin Parsons (QP) for items 1 to 4, and Glyndwr Whitworth (GW)

- 1 **Apologies:** Richard Bedwell, Alan Macmillan
- 2 **Minutes of the last meeting 27th November 2018:** agreed
- 3 **Matters arising not included in the agenda:** SA said that the NAPP had now registered us and will produce information about the GDPR as it affects Patient Groups soon.
LH thanked JJ for producing a piece explaining batch prescriptions which is now on the website.
- 4 **PG Communication with other patients update:** LH reported that there are now around 450 names on the list of people who are happy to receive communications from the PG. She reported that the receptionists are handing out the form when people check in. ME asked if it would be more useful to have a copy of the form displayed on the desk for people to see/take. LH the response was better if the forms were handed over. Another successful measure was the tear-off slip on the back page of the Newsletter.
- 5 **Future Health Events: Long Term Conditions:** PA,ME, JJ
There have been two ideas for events put forward: one on COPD and heart problems which would be at the Surgery. If it was successful, the second one, on the same subjects and to include other practices could be held in larger premises, eg York House. There could be stands for relevant organisations and we should try to attract younger people. The council charges to hire out York House rooms but there could be a

discount if the council was aware the hiring was for NHS purposes. PL mentioned that Margaret Dangoor is now chair of the York House Society and she may be able to get a discount.

PA said that for the first, smaller event which would last for an hour, there should be four speakers, each to speak for 10 minutes with 20 minutes at the end for a Q&A session. The speakers could be Dr Phil Summers from the Richmond Wellbeing Service, a physiotherapist, James Thorp and speakers from the Mulberry Centre and RUILS. It could be held in the early evening in early April when the clocks have gone forward. We also had to ensure that no other organisation was doing something similar for patients.

PA, ME and JJ would produce an invitation, for the notice board and newsletter with the wording checked by LH. LH confirmed that as the event was aimed at patients with specific conditions we would be able to advise patients about it by email.

Action: PE, ME and JJ to continue planning and write patient invitation and to start thinking about the March/April newsletter
PL to investigate a discount on a York House room

- 6 **Complaints and compliments to the Practice:** LH reported that there had been two complaints in the past two months – one about a misunderstanding about the procedure after a discharge from hospital and the other was a clash of personalities. Both complaints were now resolved. There was a compliment from a mother who had had telephone consultation about her young son and his condition was diagnosed and dealt with in just 2½ hours.

- 7 **AOB:** P H raised the subject of the premises which seem to be undergoing some sort of restoration. LH said that scaffolders had arrived unexpectedly to replace the flat roof. However, this really only affected the Well-being Centre upstairs. However the skylights were going to be replaced very shortly. LH said that it was likely the Practice would stay in the premises for the foreseeable future as there were no other suitable premises available. The building was to be upgraded bit by bit. The asbestos was being taken away as the roof was replaced and better insulation was being put in.

JJ said she had had an appointment reminder text from the Brompton Hospital which needed a response to either attend, reschedule or cancel. She asked if such a system was available to the Practice LH said that the reminding system used by the Practice was CCG- procured and it worked very well as the numbers of DNA had reduced. Gentle reminders to patients who DNA were issued but there were no sanctions against such people. Patients who DNA a blood test were not chased up but patients who missed an INR test, the mother and baby clinic and those with memory problems were chased up. ME said the NAPP newsletter published the cost to the NHS of DNAs which was over £200m in England alone.

LH mentioned the long-term plan for the NHS as it could affect appointments with GPs. All patients will have the right to web and video consultations in

2021 if they choose so. In addition some GPs and patients would like to use a system like Babylon which is a private consultation service using Skype. Another digital system LIVI which makes it possible for patients to see a GP by video consultation on their smartphone is in operation in Surrey. Richmond is not using LIVI but will devise its own system and is going to use the Hub to introduce it.

PL wanted to encourage a Patient Group team for the quiz and supper taking place on 9 February to raise money for the upkeep of the cemetery opposite the Practice premises.

PL also raised the question of Peggy's tea bar whose sign is still in place in the lobby. LH said the room was no longer viable as a tea bar as H&S rules prevented the tea bar ever to open again. Additionally it was not practicable to have table and chairs in the lobby or people walking around with hot drinks. This means that the room is now spare but it belongs to NHS Property Services, not the Practice. It would be very useful to include this area into the current meeting space, accessed from inside the non-public part of YMP

PH said the website was out of date in respect of timings of appointments and the Hub. LH said she would deal with the matter.

Action: LH to correct the website

PG Topics: PA mentioned the Richmond and Hounslow Care Plan is providing more contact with young people, planning for discharge from hospital and providing enough staff to cover the care ambitions.

Next Meetings:

Committee meetings: Tuesdays 26th March, 28th May and 30th July
Chair: PH, Minute –taker: JJ