

YORK MEDICAL PRACTICE PATIENT GROUP MEETING

Tuesday 26th November 2019

1pm in the meeting room

Chair: Peter Henderson

Minute-taker: Joyce Jacobs

Present: Penny Alexander (PA), Stephen Alexander (SA), Nurse Sheila Breen (SB), John Crook(JC), Maggie Ennis (ME), Ken Mason (KM), Dr Quentin Parsons (QP), Rebecca Trowles (RT)

1 Apologies: Paul Leonard, Lauren Hoadley

2 Minutes of Sept 2019: Agreed

3 Matters Arising not on the Agenda: None

4 Patient Survey – As Richard Bedwell was not at the meeting PH suggested we should continue this discussion when he was present. QP said one of the recurring themes of patient surveys was access to GP appointments. It was clear to Dr P that some people did not know about the daily slots allocated to the duty doctor and JJ suggested this could be an item for the newsletter. Dr P also suggested an interview with one of the duty doctors to highlight how busy they are.

Action: JJ to put item on the next agenda, the list for next newsletter and consider interviewing duty GP and subsequent publicity.

5 Primary Care Networks: ME said Clinical Directors have been appointed but there are no Social Prescribers in place thus far. ME also mentioned that the CCG Task and Finish Group she is part of, has just sent out its 6th Pathway Model Draft for its members to consider. PH asked if there was a list of all charities? ME said there were organisations large and small, recognised official organisations and voluntary groups too. It will take time to get it right but some will be restricted by their size.

JC asked what is Social Prescribing and PH explained what it is and what it is trying to achieve. ME explained that our practice would be grouped with 2/3 other practices 'locally'. QP said that Dr Elgey gave feedback on the progress

of PCNs which was not good. PH asked if other Practices had Patient Groups we could talk to but QP was not convinced this would work.

6 Terms of Reference: Referred to end of meeting when QP, SB and RT had departed.

7 Compliments and Complaints: RT reported that there had been one complaint about the dosage of medication and one compliment from a patient who had been with the Practice for 17 years. This praised the Practice staff, Nurses and GPs. QP said that compliment letters were put onto a staff notice board so that all staff could see them.

8 Vision Users' Group update: QP reported that there will be changes to the system in about three months' time when all the technology will be changed and it is hoped the EMIS Software will be more user-friendly than the current system. (EMIS Health, formerly known as Egton Medical Information Systems, supplies electronic patient record systems and software used in primary care, acute care and community pharmacy in the UK). PH asked if the new system would need testing from the patient's point of view. PH and JJ volunteered to participate if needed. This could also be another item for the March newsletter. JJ asked if the change would apply to the prescriptions pages used by patients, which were confusing to say the least. QP said they would not. PH said the new system must be better than the one we have now and asked if there was an EMIS user group and QP confirmed there was one in existence.
Action: JJ to add to March newsletter list and next agenda.

9 AOB: QP said that a CQC update on the April 2017 report, done over the phone, had not changed the overall rating of 'Good'. The CQC had specifically mentioned the health events, organised by the PG.

KM asked about the take-up of flu jabs. SB said that the Practice had learned from last year when many people went to their local pharmacy for the jab. She said that all over-65 patients had been seen and there are just 80 doses left for under-65s and they could be taken up by January. She said that by the time of the next meeting we should know how many patients had their jabs at a pharmacy.

QP mentioned the GPs vote to reduce visits to patients' homes, saying they "no longer have the capacity" and would lobby NHS England to stop home visits

being a contractual obligation. He said that in his opinion this was a non-starter. It was the GP's unique selling point.

PH said that in Elmbridge patients with hip and knee problem were being referred in the first instance to a physio and then onto a specialist if there was no improvement. He said this meant that the clock of the patient's progress only started running once they were referred to the specialist. 4QP explained that from 1st April patients have had to go for a musculo-skeletal examination first thereby slowing the process down for the patient.

He said that this examination would be better done in-house at the surgery. PA mentioned the Oxford test which is list of questions specific to painful joints, and could be used by GPs to establish the patient's level of pain and alteration of normal movement. She suggested the Practice should collect statistics on the numbers of patients who are not being dealt with properly.

SA mentioned Nurse-led group consultations dealing with patients with long-term conditions, an idea which was featured in the NAPP Newsletter. Both QP and SB were not impressed by the idea.

PH expressed concern that having tidied the waiting area and provided larger notice boards it was regrettable that we were returning to the previous situation with a proliferation of notices stuck to walls and pillars. He made an additional request that any notices where possible should not be in relatively small print. It was agreed that action would be taken. ME said that the now-redundant TV was covered with something that looked awful. QP said that the contract had been terminated and it will shortly be removed, but contractually we must cover the screen until it is removed

PG Matters

Terms of Reference review: Several changes were proposed and JJ said she would incorporate them and circulate the new draft.

PG Christmas do: We decided it should be held in the New Year as last time and at the Sorrento. Because of ME's holidays it would have to be later in January and JJ would email everyone with the suggested date of 27th January.

Next meetings: Tuesdays January 28th, March 31st and May 26th.

Chair – PH and Minute taker - JJ