

# **YORK MEDICAL PRACTICE PATIENT GROUP MEETING**

**Thursday 24<sup>th</sup> September 2020**

**1pm via Zoom**

Chair: Peter Henderson (PH)

Minute-taker: Joyce Jacobs (JJ)

**PRESENT:** Penny Alexander (PA), Stephen Alexander (SA), Richard Bedwell (RB), Maggie Ennis (ME), Margaret Hewitt (MH), Lauren Hoadley (LH) Practice Manager, Paul Leonard (PL)

**1 Apologies:** None

**2 Report by Social Prescribers (Callum Harvey, CH)**

PH said that Dr Ferguson and LH had given an overview of Social Prescribing last time the PG met.

CH said that the service had launched in March and it was helping vulnerable people to improve their health and well-being. After the Covid rules eased they began to deal with housing and other social problems. It was quiet over the summer so dementia patients, for example, could access nurses dealing with mobility. CH mentioned a case of a patient hoping to get tennis lessons, which was successful.

PH asked how targets were agreed and who agreed them. CH said there were no targets but the aim was for each Prescriber deal with 30 patients a month but their work had been affected by Covid. Margaret Hewitt said she has a friend with dementia who lives at home. How could this friend be put in touch with CH? LH said the national agreement was that contact could only be made via clinicians. ME asked if the 30 cases per month were one-offs or longer term cases? CH replied it was 30 per Link Worker per month and it could be either a one-off referral or regular referrals. It would depend on the needs of the patient who sometimes have difficult needs and some of which can be complex.

ME asked what was the plan for the future. Are they going to continue as they are? CH replied that some cases do not relate to COVID-19 - housing, drug abuse etc. However Community Centres are now getting going again with social distancing in place. Gyms are not limited to the rule of six.

**3 Minutes of the last meeting 30<sup>th</sup> July 2020:** Agreed

**4 Matters arising not included in the agenda:** None

## **5 Update on Covid in the practice:**

LH said since end of July nothing has changed and will not change in the near future. The procedure is telephone-based with triage and a phone consultation with a clinician but the Practice is now trying to get more people in for face-to-face consultations. The duty doctor can refer the patient to an emergency slot or a face to face appointment at the Surgery. Face-to-face appointments started this week for diabetics' annual reviews but asthmatics will have telephone consultations therefore there will be no peak flow data. If patients don't have a peak flow meter, Nurse Glyndwr Whitworth will prescribe one for them to be collected from their pharmacy so the patient can do readings ahead of their review.

The new restrictions introduced recently do not affect the way the Practice works

There was a Covid hub clinic (at Hampton Wick Surgery) but it has now closed. The YMP now has its own isolation room and it is mostly children who are attending. If Covid cases climb again in Richmond the Hampton Wick Hub may re-open. PH asked how the new procedures are affecting the back-log of patients waiting for appointments. LH said there is a one -week wait for a routine appointment which is still really good compared to elsewhere and emergency cases were still being seen very quickly.

Hospitals still have long waiting times and when appointments with them are not made. They being chased up by the Practice Secretaries. Kingston hospital seems to be on top of routine problems

## **6. East Twickenham PCN update**

LH said that recently there had been a lot of general background, for example, employment and tax matters. One new aspect will be the direct employment of qualified Physician Associates who will deal with patients, especially those with long-term conditions. A Physician Associate will start working at the Practice in November. Their status is between GP and nurse but not they will not be able to prescribe. There was to be a new Nursing Associate role to get more nurses into the Practice

PH if asked if the Practice was getting value for money from the PCN and LH agreed it is.

LH suggested that Dr Ferguson of the ETPCN should come to our next meeting

**Action:** LH to invite Dr Ferguson to our next GP Zoom meeting

## **7 Richmond CCG/PPG network**

PA said the people who are not able to use the computer are disadvantaged. There is a video explaining about anti-Covid measures in GP Practices and hospitals for the protection of staff and patients ie cleaning, wearing masks etc.

Mike Derry from Healthwatch Richmond would like to talk to the Patient Group via Zoom about helping patients and Patient Groups and gather the experience and views of patients. He would help explain what Healthwatch, Richmond does – its aims, what it is doing about Covid etc.

ME mentioned that Doctorlink had been in the pipeline for years. It purports to “help people engage in their health and wellbeing, guiding them to the right care, leading to better outcomes and driving prevention”. LH said from April there was a contractual online consultation for all GP Practices. But many Practices didn’t like the system but they were made to have Doctorlink available. LH said it works on an algorithm which keeps on asking questions until it produces an outcome which could be something simple like “book a GP appointment” or “go and see the pharmacist”. The contract with Doctorlink ends in March 2021 and in summary it was quicker to ring the GP rather than deal with an endless list of questions produced by the algorithm

**Action:** Mike Derry from Healthwatch Richmond to be invited to the January 2021 PG Meeting?

## **8 New clinical system – EMIS**

LH said it had been a difficult month and she had been in to work every day. The new integrated IT system, though still not fully functional, is much better than the old IT system. It was a huge change for the 26 Practice staff who had to learn from it scratch, and are still learning. LH is trouble-shooting a lot of the time. Patient’s access is better. It takes 33 clicks to get one patient’s information changes onto the new system.

JJ asked about ordering repeat and batch prescriptions online as the link to prescriptions on the Practice website now does not work. LH said that the Practice team is inviting all patients using online prescriptions to register for the new system. This is taking time as it takes 33 clicks to get one patient’s information changes onto the new system. JJ said she had asked at Reception for the relevant email which provided a linkage key to allow access to a list of organisations and she had chosen the top name ‘Patient Access’ which happened to be the correct one.

SA mentioned that the old prescription ordering system was confusing between repeat and batch prescriptions and how they were described. JJ said she would email LH about the batch and repeat prescriptions on the new system

## **9 Seasonal flu sessions**

The practice and has had no delivery of the jabs yet even though other Practices and Pharmacies had already got their supplies. Delivery is due on 30<sup>th</sup> September

There will be two Saturday clinics, 3<sup>rd</sup> and 10<sup>th</sup> of October for over 65’s and patients in an eligible risk group. The waiting room will be used with four lanes of patients in an efficient one-way system.

People in the 50-64 year old age group will not be vaccinated until November and December, providing there is sufficient vaccine, and no appointments will be offered

for this age group until then. The practice is trying to inoculate 75% of patients over 65 and at risk patients.

RB ask about parking and LH said that patients will be able to park in the staff car park and the Practice has written to local residents to say there could be parking problems on those two days.

PH wondered if the text was issued because there was no email or more mobile information on record for patients. LH said it was easier to bulk message by text.

MH said that the Acorn Practice had started their flu jabs at the beginning of September and ME said she had had her jab at a pharmacy a couple of weeks ago. LH said that different brands of flu jab have different delivery dates. There are many different suppliers and depends on the suppliers' delivery date. Our particular company will delivered late but we have already ordered for next year hoping that the stock will be delivered early.

## **10 Practice staff – any changes**

PH said and some photos of the practice staff are missing from the Practice website. LH said it was not a priority but will do what she can at some point to get the gaps filled.

Two new registrars started with the Practice on the 1st of August and hopefully in the near future. there will be Operations Manager who would deputise in absence of LH

## **11 Complaints & compliments**

There was a 'soft' complaint caused by the system change.

There was a complimentary letter about a GP who had seen and helped a child with allergies.

## **12 AOB**

PL mentioned that York House Gardens was to be the site of a Community Garden that would have sensory and herbal plants. The Mayor, Cllr. Geoff Acton is supporting Dose of Nature, a local organisation with many volunteers. See: <https://www.doseofnature.org.uk/support-us#VolunteerDoseofNatureGuide> . The work is co-ordinated by Dr Alison Greenwood a trained psychologist who gets referrals from Richmond GPs. See : <https://www.doseofnature.org.uk/copy-of-nature-prescriptions>

It is hoped that Cllr Acton will open the Community Garden later this year and speak about his work at York House in 2021.

The date of next meeting will be Thursday 26th of November at 1pm on Zoom  
Chair: Peter Henderson. Minute taker: Joyce Jacobs