

Townhead Surgery Patient Participation Group

Minutes of the meeting held 24 January 2023

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| <p>Present</p> <p>Alex Merrett, Chair (AM)</p> <p>Dr Laura Molyneaux (LM)</p> <p>Andrea Hartas Operations manager (AH)</p> <p>Catherine Redford, Practice manager (CR)</p> <p>Pat Taylor (PT)</p> <p>Maureen Whittaker (MW)</p> <p>Jonathan Kerr (JK)</p> <p>Di Millen, Minute taker (DM)</p> <p>John Duckworth (JD)</p> <p>By Zoom</p> <p>Andrew Wilkinson (AW)</p> | <p>Apologies</p> <p>Pat Porter</p> <p>Louise Davey</p> <p>Mark Pilkington</p> <p>Kathy Toft</p> |
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Resignations had been received from Anne Chalkley and Brenda Hawkins.

Andrew Wilkinson and John Duckworth were welcomed as a new members of the Group.

1. Minutes of last meeting held 23 November 2022

The minutes of the last meeting were agreed as a correct record.

2. Matters arising from the minutes

- a) Timescales and escalation process still had not been added to the complaints' procedure on the website. A new patient leaflet also needed to be produced. **Action CR**
- b) Wording of PPG sign-up information on the website had not yet been checked to include advice about what to do if the online form would not open. **Action AH**

- c) There was further discussion about PPG involvement in Practice recruitment. It was reaffirmed that the PPG was not requesting a place on interview panels and that there was a wealth of expertise, including recruitment and selection expertise in its members for the Practice to make use of. It was suggested that PPG members could be helpful in some appointments, and in certain ways, like talking to prospective candidates at open days. They could provide helpful local information and insights into the local community.

There was no feedback from AW on whether she had found out if other Practices did it.

AM had received feedback from other Practices where the PPG supported staff recruitment in different ways.

The Partners were asked to review their original decision. **ACTION LM**

- d) The production of the annual report was still to be discussed. **ACTION AM to talk to CR/AH**
- e) A list of defibrillators had been drawn up. There were issues to be resolved about maintenance and which were working, and which were not and how this could be checked. Further work was needed. **ACTION MW to discuss with PT.**

3. Communications working group

The first meeting of this Group had taken place.

Practice newsletter

The distribution plan needed to be updated following the resignation of two members. **ACTION DM**

It was suggested that copies could be placed in the Health Centre. **ACTION AH**

The possibility of creating a newsletter mailing list had been discussed. Another Practice was asking patients to provide email addresses to enable sharing of news online but the data protection implications of this needed to be resolved.

ACTION AM

Website issues

It was unlikely that there would be a WACA-wide approach to website procurement and design. We would therefore need to review the existing Practice website with a view to making changes. Patient feedback would be needed.

A first step would be for PPG members to review using the national website design guidance as a framework. **ACTION DM and the Communications Working Group.**

Website analytics should also be monitored, and user feedback designed into any new site. **ACTION AH**

Social media

Face Book was being used more to share Practice news with some positive results. A summary of data was shared by AH. In the last period their had been 1.5k engagements and posts had reached 6.5k views.

Other

Staff photographs had not yet been taken. **ACTION MP to contact AH** to arrange.

A second meeting of the Communications working group would be arranged in February. **ACTION DM**

4. Surgery update

Hellifield Surgery

CR gave reassurances that the Surgery at Hellifield was crucial to the Practice and work was underway to resolve the issues caused by the flood. It was hoped to re-open at the end of February with some reception services being phase in as soon as possible.

There were problems for patients who relied on the Surgery being open to pick up medication as they were having to collect from Settle. Discussion took place about short term workarounds. **ACTION JK** to try to find a volunteer to take medication for collection to, e.g., The Pantry on a Friday.

Electronic prescribing

CR reported the Practice was still working to introduce electronic prescribing as soon as possible.

In response to an issue raised by a Settle patient, AH gave assurance that the Practice would always dispense antibiotics to non-dispensing patients in the event of the local pharmacy being closed or unable to dispense for some other reason. There were sometimes issues with Boots pharmacy not being open or unable to dispense, and this should be monitored. **ACTION AH** to reply to patient who raised the matter. It was suggested that the Practice should monitor

issues with the Boots pharmacy and keep a log in case it became necessary to raise a complaint. **ACTION CR**

Patchs

Patchs is a new online consultation system to replace existing software being introduced for all Practices in the local area. Staff are learning the new system which will start being used on 1 April.

Additional Needs Support

It was suggested that the booklet for patients on Additional Needs Support needed to be promoted to all clinical and non-clinical staff as there had been almost no uptake. **ACTION AH. AM to contact AN**

Telephone data

MW had produced and shared with the group a graphical summary of telephone usage data.

There were still many complaints from patients about problems getting through to speak to someone.

AH reported that the Practice was monitoring the nature of calls and would continue to analyse data, including the number of missed calls, and work to reduce the need for people to phone the practice in the first place.

The call back facility would be reviewed. **ACTION AH**

Many calls were about:

- Whether medication was ready for collection – Practice could send texts; remind patients of 5 working day turnaround via social media, newsletter, etc.
- Blood test and other results – available online or Practice will make contact if required and reminder of this could be made in newsletter, on social media

It was suggested that using texts, social media, the monthly newsletter, etc. were ways the Practice could push information out to patients and alert them to problems and issues and help reduce phone calls.

Online booking of appointments

There were still plans to open up online booking of appointments but for some services only for now. When Hellifield re-opened it might be possible to open up appointments for blood tests to be booked online. It was agreed that there were benefits for both patients and Practice in doing this.

Care navigation was likely to continue to help ensure patients see the most appropriate person.

Staffing

There were two new receptionists, and a new nurse would join in February. There were vacancies for a dispenser, a medical secretary and for GPs (inc a partner).

Whilst GP recruitment was a national problem, there were particular challenges recruiting to a rural practice. It was suggested that the nature of the Townhead Practice and the associated life-style benefits should be documented and promoted – perhaps in a video/blog. **ACTION LM**

5. Annual general meeting

The annual general meeting (AGM) of the PPG would take place on 23 March 2023. Discussion took place about the focus of the meeting, which was to include an open, public, event in addition to the formal AGM.

There was a suggestion that it could be a 'meet the team' event with short cameos of/interviews with staff which could be filmed in advance and screened at the event. A video could then be used in different ways, e.g. on the website and on social media pages.

It would be important to have GPs and other clinical staff at the event to meet patients.

The Chair stated that they would not be standing for election again so another volunteer would be needed.

ACTION LM/AH/CR to agree focus for the event and tell AM by 14 February.

ACTION AM to liaise with AW who agreed to film/edit as required.

Living with pain service

Information about a Keighley-based 'living with pain' service had been sent to AM. LM reported it was hoped to be able to offer a more local out-reach clinic as part of this new service. Once the nature of the service and how people could access it had been clarified more information would be shared.

Health centre consulting rooms

CR reported that the Practice was leasing three consulting rooms in the health centre next door. As soon as IT issues had been sorted, these would be available for use and patients told accordingly. AM offered the support of the PPG if the IT problems were not resolved.

6. Patient feedback

A table of issues and comments from patients, gathered from different sources since the end of November, had been circulated.

AH reported that the issues were being worked through and several had already been actioned. For example, following comments on the layout and queuing system in the waiting room and the lack of privacy for patients, the waiting area had been re-configured, there was a new queuing system and a second member of staff on reception. There was a quiet place for confidential conversation when needed.

Doctors name displays had been updated.

Blood test machine test date to be checked (it's calibrated annually). **ACTION CR**

'You said, we did' section to be added to the newsletter. **ACTION AH**

The meeting closed at 8.30pm.

7. Any other business

CR reported that the Practice had paid the subscription for membership of the National Association for Patient Participation (NAPP) and was waiting to be sent a second log-in for use by the Chair. **ACTION CR**

8. Date and time of the next meeting

The next meeting would be the AGM on 23 March 2023. Start time to be confirmed.