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| **MEETING: Patient Participation Group**  **DATE: Tuesday 19 September 2023**  **TIME: 6.30pm**  **VENUE: Meeting Room, Mayford House Surgery** |

**RECORD OF MINUTES**

**Persons Present**

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| Gail Patterson (Practice Manager) **GailP**  Josh Parker-List (Assistant Practice Manager) **JPL**  Dr Georgina Jackson (General Practitioner & Practice Partner)  Four substantive members of the PPG were also present |

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| **Para. No.** |  | **Action**  **Owner** |
| **1**  1.1  **2**  **3**  3.1  **4**  4.1  4.2  4.3  4.4  4.5  4.6  4.7  4.8  4.9  4.10  4.11  4.12  4.13  4.14  4.15  4.16  4.17  4.18  4.19  4.20  4.21  4.22  **5**  5.1  5.2  5.3  5.4  5.5  5.6  5.7  5.8  5.9  5.10  5.11  5.12  5.13  5.14  5.15  5.16  **6**  6.1  **7**  7.1  7.2  **8**  8.1  8.2  8.3  8.4  8.5  **9**  9.1  9.2 | **Welcome and Introductions**  The Chair welcomed everyone present to the meeting.  **Apologies for Absence**  Two apologies had been received from absent substantive members of the PPG.  **Minutes of previous meeting dated 20 June 2023**  These had previously been circulated and were agreed as a true record of the meeting.  **Matters Arising from previous meeting**  Item 4.1 – PPG Recruitment (Northallerton School and Sixth Form College)  The Chair explained that email contact had been made with the PPG member seeking to progress the issue on 13 July, but no response had been achieved. This followed on from GailP previously being unsuccessful in making contact.  It appears the PPG member has not attended a meeting of the PPG since June 2022, so it appears unlikely that this matter has been or will be progressed any further.  In light of the lack of progress, and since it has been part of an agenda item since March 2022, it was decided to discharge this line of enquiry.  **DISCHARGED**  Item 6.8 – PPG Recruitment (Recontact with previous shortlisted recruits to PPG)  It had previously been agreed to recontact the two unsuccessful candidates within the 35-44 age group from the 2021/22 recruitment exercise.  Unfortunately, the search had centred on more recent volunteer contacts, none of whom fell within the desired age range.  As with item 4.1, above, and conscious that a recruitment exercise to provide a PPG with the ideal age profile has been underway since early 2021, it was decided to pause and turn attention to succession planning processes for existing substantive members.  At present, this group comprises 8 substantive members across all but the most junior age group (17-24), and it is supported by a very substantial and engaged Virtual PPG.  It was agreed that the Mayford House PPG, taken together, is considered one of the most active and representative in the region and it should now continue in its present configuration, giving future consideration to how we will approach succession planning as and when substantive members stand down.  Active recruitment to the substantive PPG will now be discontinued.  **DISCHARGED**  Item 9.1 – Surgery ‘Check-in’ Touchscreen  This matter concerned the location of the ‘check-in’ touchscreen in reception, which became obscured on those few occasions when reception and pharmacy queues both became extended, and then merged. This also then placed arriving patients within clear earshot of personal conversations taking place with reception and pharmacy staff.  An unfortunate side-effect of this congestion was that some people arriving late for an appointment tended to sit and simply wait to be called without using it to notify of their presence, thereby risking not being called at all.  Efforts to find a suitable alternative location for the touchscreen had since proved unsuccessful. This is because it requires to be linked to a computer within lockable storage and have access to a data point.  Currently, all this exists behind the reception counter.  Anywhere else in the reception area would require significant and costly works to provide the required power, data link and secure storage, and this cannot be justified for the few occasions when the problem manifests itself.  There appears to be no issue with the current positioning until queues develop at both reception and pharmacy counters, but it was felt patients must still be aware of its existence and purpose, and should therefore still seek to ‘check-in’, even if it meant having to carefully move between the two queues.  The NHS app was also considered to be a handy means of ‘checking-in’ for those with smartphones and this will also be promoted in the coming weeks and months along with the additional patient benefits and conveniences it provides.  It was felt some instructional material should be made available to patients to enable familiarity with the app, by means of the website, a YouTube-style tutorial or even a handout in the surgery so patients could link in whilst waiting for a consultation.  These suggestions were to be considered alongside a larger promotional campaign in the coming months.  **Note: Since the meeting took place, is has been established that the NHS app will not actually allow patients to check in as suggested, so the solution at 4.22 below will be implemented.**  Nevertheless, in respect of the touchscreen, a suitably located wall-mounted sign or pedestal stand will be considered to direct people to the touchscreen. **Note: Sign now ordered.** **Ongoing**  **Practice Update**  Staffing  Dr Jackson announced that she was to retire at the end of this year after 28 years at the Practice.  GailP also announced her intention to seek retirement at the end of the current calendar year.  The PPG members present offered their thanks to both for their work and dedication towards the success of the Practice, and wished them each a long and happy future retirement.  GailP advised that Michaela had recently joined the reception team, and Rebecca Wood will join the Nurse Team on a permanent basis from 1 November.  Dr Max Atkinson is soon to join the Practice, with Dr Adi leaving.  Tina McKinnel has also recently left the Nurse Team.  Vaccination Programmes  GailP explained that the latest round of ‘Flu’ and Covid vaccinations had commenced over the previous weekend (16 Sept).  An in-house system to speed up throughput had been trialled and this had proved to be a great success.  Half of the ‘Flu’ vaccination programme is scheduled to be completed before 11 October with the remainder after 11 October, dependant upon stocks being maintained and supplied.  Services  The Practice is continually monitoring care navigation processes and overall Practice demand management, and is soon to review call handling systems and rotas to ensure the best fit for the demand profile.  The Practice is also looking to send more information to patients on topical issues to provide appropriate support and advice, and to reduce demand on telephone queries to reception.  It was intended to be both targeted and relevant to recipients, which should be easy to achieve.  PPG members were asked to also offer suggestions as to the topics that should be included, to ensure that patients can contribute to the intended programme. **ONGOING**  **PPG Recruitment**  This matter had been resolved within ‘Matters Arising from Previous Meeting’ at agenda item 4. **DISCHARGED**  **GP Teams Panel Patient Study**  This matter concerned a study that had been conducted by the National Institute for Health Research, believed to be in November 2022, albeit the relevant dates are not included in the letter and accompanying summary of patient responses.  As requested by the survey author, the Chair will submit a composite response to the project manager on behalf of the PPG.  **Any Other Business**  A PPG member expressed their desire to test the e-Consult system from a patient’s perspective.  This system is described as being free to use for NHS patients.  It can be utilised to ask your GP surgery about your health symptoms, conditions or treatment. Even sick notes and GP letters can be requested through the system.  GailP advised that this would be very welcome and helpful, especially as the success of the system is due to tested independently at some point in the near future.  The same PPG member commended the Practice on the manner in which a relative, recently moved to the area, had been transferred into the Practice. It had been a very efficient and trouble-free process.  **Date and Time of Next Meeting**  Tuesday, 12 December 2023 at 6.30pm  There being no other business, the meeting was concluded at 8.15pm. | **JPL**  **PPG** |