

Minutes of Patient Participation Group on Wednesday 29th January 2020

Apologies: KM

Present: Sharon Crouch (SC, Practice Manager), Michael Land (MJL, Administrator), Christine Sanderson (Manager Lead, Five Towns Primary Care Network), CO'S, BO'S, JS, MF, MMF, MW, BW, JC, CA, BJ

Welcome

The group welcomed JC.

Previous Minutes

Minutes recorded as correct.

Primary Care Network Developments

CS explained she had retired from the Practice and was working as the Manager Lead for the Five Towns Primary Care Network (PCN). She is currently working with other organisations such as Live Well and Spectrum People to help bring together local services so that patients and staff are more aware of what is available. She is also looking into what services are possibly missing locally and how the PCN may help.

BJ raised concern that the NHS has a history of wasted spending, citing an example where nurses were given, essentially, goody-bags of stationery. CS agreed with BJ's concern and added that the funding must be accounted and justified for adding and extending services.

Staff Changes

SC shared the current staff changes since the previous meeting: Sarah, Louise, and Pippa joined the admin team and Faize Haq joined the nursing team to take bloods. There GP trainees change over in the first week of February: Dr Goddard (f) and Dr Addai-Mensah (f) will join for their 6 month post and Dr Osunsanya and Dr Hussain will move onto their next post at the hospital.

Prescription Ordering

SC reiterated that Prescription Ordering was now done by: online through the NHS app or through SystmOnline, via email to kings.medicalpractice@nhs.net, handing / posting in the tick box side of the prescription (the counterfoil), or by asking the pharmacy to order on your behalf if unable to do the above. The Practice will continue to answer medication queries over the phone, including dealing with problems e.g. if an item of medication is missing from your order.

Practice Website Update

MJL displayed the new design for the website including all the new content it will feature and asked for feedback from the group. Spelling and grammar errors noted and will be fixed when published. BO'S and CO'S noted that there was concerning content on the current Practice website – MJL reviewed and noted it was spam comments posted by bots and will be removed.

GP Patient Survey / Appointments

MJL shared the attached survey results. The group discussed access as an on-going concern for patients. JS noted an issue with appointment access which resulted in a visit to A&E and had a faster turn-around time of treatment. SC noted that in the case raised, A&E or the Urgent Treatment Centre at Pontefract were the correct services to use rather than the GP, and that treatment in primary care (GP) is often routine and therefore takes longer than it would through A&E. Overall, SC agreed with the concerns regarding appointment access and added that since her appointment has stepped-up the amount of training, reviews, and systems in-place to improve access by reducing inappropriate booking of appointments (care navigation / sign-posting).

Legislation / Practice Business Decisions

BJ asked that future changes to the Practice services involve the PPG more as they are the representatives of the patients. BJ asked that it also be made clear when decisions are made by the Partners rather than what is legally required, to allow a more robust discussion about patient's interests.

Home Visits

CO'S queried whether the Practice was going to be reducing or stopping its Home Visits service as noted an article in the news. MJL responded that the Practice had no intention of reducing or stopping appropriate Home Visits.

Online Appointments

CO'S raised an issue that there were no appointments available to book online. MJL to investigate as shouldn't be the case. Outcome: a problem with the rotas, now fixed.

Any other business

BW raised concern with the use of the Practice's Car Park. CS explained that the number of spaces were limited during planning by Wakefield Council due to the Pay & Display across the road and that the new landlords are responsible for managing it.

Next meeting: dates to be provided for the next 12 months.