

# Mayford House GP Practice Patient Participation Group

Minutes of Meeting held on 11<sup>th</sup> March 2019

**Chair Person:** Paul Cornfoot

**Practice Manager:** Sue Slater

**Minutes:** Tracy Dewings

**Attendees:** Paul Cornfoot, Sue Slater, Tracy Dewings, Sue Dixon, Sue Lear (Mencap), Jane Willis, Jim Forrest, Pauline Forrest, Faye Dunnill, David Nell, Ann Gardener, Pauline Forrest, Vera Dyson.

**Apologies:** Helen Greaves, Anne Robinson

## Points Discussed

There is soon to be a new covering Practice Manager as Sue is leaving, Anna will not be back till August 2019, there is a deputy coming in called Lynne Urwin to cover. The Group thanked Sue for her support over the last few months.

Sue Lear from Mencap gave the group an interesting and helpful talk on learning disabilities. She is based in Thurston Road, Northallerton. She explained that a survey took place of the Practice during 2018 – details to be forwarded to the Group. Some concern expressed that the PPG was not made aware of the survey, including the results. If a patient needs help to get to the surgery or assistance around the surgery, they can Mencap, Goosecroft Lane, Northallerton DL6 1EG (tel: 01609 778894).

North Yorkshire Advocacy is closing at the end of March 2019.

## **Updates on the Practice systems:**

1. Phone answering: November average best 22 seconds worse 51 seconds before a staff member answered the telephone. All agreed that system is clearly a significant improvement.
2. Appointment provision: appears to be good in relation to on day appointments but not enough appointments on offer on line. Matter being addressed by the Practice.
3. Did not attends: Dr Jackson undertook an audit of all the DNA's. The findings will be emailed out to the members of PPG group. Frequent patient who DNA will get letters from the practice.
4. An advert for an apprenticeship receptionist has now gone out.
5. The dispensary within the practice has now hired 2 new trainee assistants and 2 dispensing assistants.
6. Online Patient Consultation Service: service now up and running but is taking some time to progress. It's use and benefits to be monitored.
7. New PPG members. Paul to speak to Helen regarding this matters.
8. Patient Questionnaire: It was agreed that a further patient questionnaire should be undertaken later this year – too soon at present.
9. Red Box Project: Josh will soon be implementing this within the practice.

**AOB:**

Ann Robinson has concerns that the practice not being GDPR correct. Sue notes this point and agreed to review.

Josh will be asked to update the links on the website.

Friarage Hospital: Paul will be contacting Dr Dunbar about the ongoing issues with Accident and Emergency.