

## **Mayford House Surgery Patient Participation Group Minutes 22/10/18.**

Attending: Chairman Paul Cornfoot, Su Dixon, Faye Dunhill, Helen Greaves, Tracy Dewings, Practice Manager Sue Slater, and Practice Receptionist Sue Oliver.

Visitors from Mowbray House Surgery Practice Patient Participation Group: Pauline Forrest and Jim Forrest.

Jim Forrest also attending as Hambleton's new HRWCCG Hambleton Richmond and Whitby Clinical Commissioning Group Health Engagement Network Representative.

Apologies: Anne Robinson

### **Welcome.**

Chairman Paul Cornfoot welcomes new PPG member Tracy Dewings, Mowbray House Surgery PPG representatives Pauline Forrest and Jim Forrest. Jim Forrest also attending as Hambleton's new Health Engagement Network representative.

Chairman also welcomes new Temporary Practice Manager Sue Slater who's covering Practice Manager Anna Laing maternity leave and Practice Receptionist Sue Oliver.

### **Outstanding Actions arising from Patient Questionnaire 2018.**

Chairman Paul Cornfoot asks for an update from Mayford House practice regarding outstanding issues highlighted by April's Patient Questionnaire. Namely issues with phone system and patient difficulties booking appointments.

#### 1. Phone Answering

Mayford House Surgery Practice Manager Sue Slater reports after careful analysis of the practice phone data it was clear patients were having difficulties in getting through to the practice. Wait times on call answering averaged 10 mins.

To address those waiting times Practice Manager Sue Slater states the practice has recruited two new receptionists to handle calls only. The practice wait times on call answering has now dropped to around 3 minutes and it is hoped to reduce this further.

Practice Manager Sue Slater states the practice is to recruit a further receptionist cum admin assistant who will help out answering calls during busy times. Times such as the 8am scramble for on the day appointments.

All Mayford House PPG members were delighted to hear positive action was finally being taken to reduce call handling times.

Practice receptionist Sue Oliver reports both patients and staff are finding the new regime beneficial.

#### 2. Patients' difficulties booking appointments.

Regarding outstanding issue of patients' difficulties booking appointments. Practice Manager Sue Slater reported the practice is analysing the availability of the different types of appointments to see where, if any, improvements can be made.

So far Practice Manager Sue Slater analysis shows there is sufficient appointments available but Mayford House practice believes changes in how the appointments are released could improve patients' access.

Key to access would be to abolish the majority of patients having to ring at 8 o' clock to get appointment at short notice. The practice ultimately aims to be able to release appointments throughout the day to patients who need an appointment over the next two days.

Practice Manager Sue Slater also reported more nursing appointments should be available now as the new Practice Nurse and two Healthcare Assistants have settled in. The option to reintroduce the sit and wait blood clinic was discussed and Sue will bring this to the attention of the Partners.

PPG members were heartened to hear patients' difficulty booking appointments was being address.

### 3. Online Appointment Availability

Chairman Paul Cornfoot asked what percentage of appointments is available online? Practice Manager Sue Slater reported 20% of appointments were available online.

Mayford House PPG members felt that number of appointments available online would need to increase as more patients were encouraged to use the practice online services.

Practice Manager Sue Slater stated the practice would review availability again in the near future and report back to the PPG.

### 4. Double appointments.

Mayford House PPG Member Su Dixon asked if double appointments were available for those with multiple or complex conditions?

PPG Member Tracy Dewings asked if there are any limits to how many appointments a patient can book ahead online in one go?

Practice Manager Sue Slater stated double appointments were already available for those with multiple conditions or complex needs. Patient Participation Member Helen Greaves stated patients booking online appointments were reminded not to book multiple appointment slots on the same day.

Both PPG Members Su Dixon and Helen Greaves report patients are actively discouraged from booking double appointments and as such patients with multiple conditions or complex needs can find accessing practice services difficult.

Practice Manager Sue Slater said the practice will take PPG members concerns on board and report back.

### 5. Mayford House Surgery Website.

Chairman Paul Cornfoot asked if the practice had found funding yet to update the Mayford House practice clunky website?

Mayford House PPG members considered that improvements to existing online services is key to increasing patients uptake of the practice online facilities.

Practice Manager Sue Slater reports following previous discussions with the Mayford House PPG the partners had agreed to funding the rebuilding of the Mayford House practice website. The rebuilding of the website is well under way.

Mayford House PPG member Helen Greaves asked if the PPG could help road test the new website before it goes live by providing patient feedback. Mayford House PPG were pleased to hear their suggestion regarding improve of the practice website had been taken on board by the partners.

Practice Manager Sue Slater agreed road testing would be by the PPG would be a good idea and stated she would send Mayford House PPG the link to test the practice new website once ready.

### **Patient Privacy at Reception.**

Mayford House PPG member Su Dixon reminded the meeting that patients often feel overheard by others when discussing personal details when these queues overlap. This is despite notices requesting patients respect other patients' privacy by stand well back until it's their turn.

This is because the appointment check-in screen, reception desk and pharmacy window are all situated within earshot of each other. At this point, five queues converge; automatic check-in, booking of new appointments, handing in test samples, phone queries and dispensary requests.

Chairman Paul Cornfoot asked the Practice for an update regarding the improvement patient privacy at receptionist.

Practice Manager Sue Slater reported that as agreed 4.6.18 Deputy Practice Manager Josh Parker –List had looked into moving the automatic checking to another spot in the waiting room to reduce congestion. The reposition of the automatic check-in is do-able but the outstanding issue is where to move the device to.

Mayford House PPG members suggested the automatic check-in was reposition in either the entrance between double doors or on the wall near the family and friend survey tablet.

Mayford House PPG member Tracy Dewings suggested locating the automatic check-in on the room divider by the disabled toilets.

Chairman Paul Cornfoot asked Practice Manager Sue Slater to discuss the matter further with Deputy Practice Manager Josh Parker-List and to report back to Mayford House PPG at the next meeting.

### **Mayford House PPG minutes of 04.06.18 agreed.**

### **Actions still outstanding from previous meeting 05.03.18**

## 1. Mayford House PPG Recruitment

Chairman Paul Cornfoot stated recruitment of new PPG members was still a priority.

Mowbray House Surgery PPG members Pauline and Jim Forrest reported their group was finding it difficult to recruit new members too. Particularly younger members.

All PPG members thought it unlikely younger patients would wish to attend meetings regularly but might like to talk about their experience of accessing the practice as a one off.

Chairman Paul Cornfoot stated the group was still hoping to have a virtual PPG set up some time in the future which would hopefully encourage the participation of younger patients.

As previously agreed Mayford House PPG continued to feel that the best way to recruit new members is by GP referral. At the meeting of December 2017 Dr Mitford confirmed GPs would be happy to pursue this. Practice Manager Anna Laing confirmed this is still the case 4.6.18.

Practice Manager Anna Laing also confirmed the practice would be happy for Mayford House PPG to approach local groups such as Mencap, Hambleton Carers Association, Alzheimer Support Group, Youth Connexions directly to recruit new PPG members.

Chairman Paul Cornfoot stated as his welcome email had been drafted Mayford House PPG members Helen Greaves and Su Dixon could start contacting the above local organisation by email.

## 2. Collecting Patient Email Addresses.

Chairman Paul Cornfoot asked have the practice managed to increased numbers of patient email address collected as previously discussed.

Practice Manager Sue Slater stated that patients are now always asked for their email at reception.

PPG member Helen Greaves highlighted those who use the automatic check-in do not have the opportunity to give their email addresses.

PPG member Tracy Dewings says the practice needs to make it clear why it is collecting patients' email addresses. That for example it is to send notification of flu jab clinics dates. Patients should be made aware it is unsuitable for medical consultation as practice's email is not monitored 24/7.

Chairman Paul Cornfoot suggests it is made clear the practice email is no reply email address.

As discussed at previous Mayford House PPG meetings members felt there would need to be a drive to collect more email addresses. Perhaps on the back of the flu jab clinics.

Practice Manager Sue Slater asked if any members would like to volunteer to help collect patients email addresses as they arrive. Next flu jab clinic is on the 10/11/18. If available Mayford House PPG members to contact the Practice Manager direct.

Chairman Paul Cornfoot asked Practice Manager Sue Slater to report back to the group at a later date regarding latest number of patient email addresses collected.

## **Any Other Business**

### 1. Patient Question Summary

Chairman Paul Cornfoot thanked Mayford House PPG member Faye Dunhill for producing a summary for publication in the patients' waiting room.

The Chairman Paul Cornfoot stated him and PPG member Faye Dunhill need to meet separately to decide on what format the summary is going to be published - whether an A3 poster for example. The date of informal meeting to be arranged,

All members agreed the best place for the display is the waiting room entrance.

PPG member Su Dixon suggested we publish a "you said we have done" poster for patients alongside the summary to show progress made. PPG member Tracy Dewings agreed this was a good idea.

Chairman Paul Cornfoot asked Faye Dunhill to look in to producing the poster.

### 2. Purposes of Mayford House PPG.

Mayford House member Su Dixon asked the practice to highlight what they feel the purpose of the PPG is. Su Dixon stated that on reviewing a questionnaire sent to her by the CQC last year she felt Mayford House PPG has not been free to ask questions or contribute on all areas or the practice.

PPG Members agreed in our previous incarnation the PPG was discouraged from taking an active interest in the running of Mayford House Surgery.

Practice Manager Sue Slater stated the PPG can be more closely involved in the Practice. For example the practice could report on practice complaints that month, giving just the general gist. Obviously leaving out confidential information.

Mayford House PPG member Helen Greaves suggested we copy and share member PPG Su Dixon questionnaire as an example of what CQC expects of the relationship between Patient Participation groups and the practice for future reference.

Chairman Paul Cornfoot stated that this be discussed further at a later meeting.

## **Mowbray House Surgery PPG Invitation.**

Member Jim Forrest states their next meeting is being held on 22<sup>nd</sup> October 2018 6pm. Mayford House Surgery Patient Participation Group members are invited to attend.

## **Mayford House Patient Participation Group next meeting date.**

Chairman states our next meeting is on the 4<sup>th</sup> December 2018 at 6pm at Mayford House Surgery as usual.

Minutes by Helen Greaves.