

**Notes of the 7 & 8 Park Street Patient Participation Group Meeting
Wednesday 3rd October 2018 6.30pm**

Present: Dr Jo Pears, Sarah Harriott, Stephen Dale, John Smith, Claire Stockil, Christine Salisbury-Baker, Stacey Stanton (Harrogate CCG)

Apologies: Neil Cutler, Kevin Howes, Marion Jones, Sue I'Anson, Roger I'Anson, Julia Spence

Welcome and introductions

Minutes from the last meeting were discussed and agreed

Text messages to patients:

We are now sending campaigns (e.g. Flu vaccinations) via text messages to patients which are working well. We now send appointment reminders via text which has had an impact on appointments not needed being cancelled by patients rather than being missed.

MY GP app (for mobiles):

This is an app which is being advertised in the surgery. It can be added onto phones/tablets to order prescriptions and book appointments at any time of the day, very much like patient access.

It was asked how patients who do not have access to social media the practice website and the text message facilities are made aware of things such as FLU campaigns etc. It was explained that we do issue letters to eligible patients still for various campaigns after the text messages have been sent. As well as this, patients are able to call the surgery to book appointments and to order prescriptions after 10am.

Stacey Stanton (Harrogate CCG):

Stacey has joined the Harrogate CCG (Clinical Commissioning Group) on a one year secondment from the pharmacy department at Harrogate Hospital and came to discuss medicine waste. Stacey is a pharmacy technician who is looking at ways to support GP surgeries and care homes in reducing medicine waste, reviewing prescription management systems and promoting online ordering for patients. Stacey asked if anyone could spare any time to assist within the surgery speaking to patients and handing out materials about this to please get in touch with her. Further information regarding medicine waste is attached.

Practice Staff Changes:

Reception

Barbara Bramhald retired in August after 27 years at the practice, Beryl Wilson is now the Reception Co-ordinator. Denise Hudson and Lyn Silver have joined the Reception team as well as Helen Ratcliff who has moved from Admin.

Admin

Rachel Duck left the practice in July and Sarah Harriott is the new Assistant Practice Manager (Sarah previously worked on Reception)

Lisa Murdock, Elizabeth Thompson and Becci Tate have all joined the Admin team. Both Lisa and Elizabeth also provide cover on reception.

Nursing

Liz Watson (Nurse Practitioner) retired from the practice in May and Jenny McLoughlin one of the nurses has taken over Respiratory. Ros Richards (Nurse) has returned from Maternity leave. Jude Wilson who was covering Ros's maternity leave has stayed on at the practice covering a few hours. Jane Jeffery (Senior Nurse) is due to leave the practice in October; Michelle Gidden's has accepted the role as Senior Nurse and will start in January after she has completed her notice period.

We now have two Healthcare Assistants; Karen Gilbert and Marie Turner who assist the nurses.

Doctors

Dr Batten is due to go on maternity leave at the middle of October, Dr Heidi Schwarze and Dr Simon Webster will be covering Dr Batten's maternity leave.

We have recently employed an Advanced Care Practitioner (ACP); Kamilla Gordon. Kamilla has previously been a paramedic as well as an ACP at another surgery. Kamilla will support the doctors by seeing patients who urgently need to see a practitioner or are unable to visit the surgery and require an urgent home visit.

Dr Rusby has left the practice to work nearer to home and Dr Platt's has left to travel to Austria with her family. We have a new doctor starting at the beginning of November, Dr Rozzy Green to replace Dr Rusby.

Our two GP Registrar's Dr Hannah Burnett and Dr Simon Webster completed their training and have now left (Simon is still providing locum cover for us). Our two new registrars' are Dr Toby Johnson and Dr Lucy Fox.

Patient Survey:

We had a great response to the patient survey with 140 responses. Most patients are finding the text messaging service helpful as well as the TV Screens. It is apparent that most patients who completed the survey are not aware of extended access.

Extended Access:

Yorkshire Health Network have arranged for extra appointments to be provided at North House surgery between 4-8pm Mon-Fri and Saturday mornings with either a Nurse, HCA, Physio or a GP. This is an extension of our surgery and is the same as seeing a practitioner at our surgery except you attend your appointment at North House. We discussed how we are finding it difficult to book our patients into these appointments so we are not benefitting from the service. It is mainly down to the booking system, our receptionist team has to search for an appointment which is not straightforward whereas North House can see these appointments within their own appointment system. This is being looked into and we are looking at ways we can utilize these appointments better by embargoing appointments etc and advertising this service better.

Any Other Business:

We have installed a moveable screen in Reception to provide the dispensers with some privacy whilst dispensing medications.

The self-check in machine was discussed and how a lot of the time there is a problem or it is running really slow. Sarah will have a look into this to see if we can make any improvements.

We need to attract more members to the PPG – Sarah to look at advertising this better within the waiting rooms / TV screens and the website

We want to know everyone's view on the time of future meetings, is 6.30pm a good/bad time and what is the majority of peoples preferences? – please could you let Sarah know.

Provisional Date of next meeting: Thursday 14th March (time TBC) subject to late nights which have not yet been put on the rota