

Manor Park Surgery Patient Participation Group

Meeting Minutes 07th November 2018

Attendees	
Karen Wood	Jenny Humphreys
Claire Turnbull	Tony Hepworth
Matt Barton	Jacqueline Worthington
Michaela Stevenson	Kevin Ritchie
Philip McConnell	
Jonathan Butler	
Adrian Gaskin	
Lynne Gathercole	

ITEMS DISCUSSED		ACTION
1	Welcome and introductions	All
	Claire opened the meeting by welcoming everyone.	
2	Ground Rules	All
	<ol style="list-style-type: none"> 1. Confidentiality – what is said in the group stays in the group. 2. Avoid personal references - as patient leaders we think about the needs of the wider public. 3. Avoid assumptions – base discussion on evidence and good practice. 4. Listen – listen actively and attentively. Avoid interruptions. 5. Challenge - critique ideas, not people. 6. Find solutions - build on one another’s comments; work toward shared understanding. 7. Do not monopolize discussion – give others chance to speak. 8. Respect – other people’s thoughts, ideas and suggestions (even if you don’t agree with them) 	
3	Practice Update	
	Karen Wood	

ITEMS DISCUSSED	ACTION
<p>Karen will be leaving for her Maternity Leave on the 21st December and will be absent for at least six months. In July, Vicky Battle who was promoted to Site coordinator based at Manor Park and Karen has been training her. The aspects of Karen's role are being shared amongst 3 staff whilst Karen is on maternity leave.</p> <p>Extended Access Extended access is the appointments we c offer outside of our normal core hours on a weekend and evenings. In 2016 Leeds West CCG introduced Hub working and created Hubs to work together to provide extended access appointments to patients. Hubs are made up of different practices in a similar area. The CCG created Armley Hub and Pudsey Hub. The decision was made to create Bramley Hub which consisted of Manor Park Surgery, Robin Lane Medical Centre, Beechtree and Highfield. Together we offered appointments on a Saturday & Sunday. We also used part of the funding given to the hub to fund Physio First. Because of the benefit of Physio First , MPS partner are looking into whether they would be able to self fund it. The hub offered 24 GP appointments on a Saturday and 12 GP appointments on a Sunday. These were shared out fairly (per practice population) for the different patient surgeries to use. We encountered 2 issues while running the hub. The first issue was the overheads of opening both Manor Park & Robin Lane at the weekend, cost of running the building and staffing for the weekends for both sites. In the Pudsey Hub all 7 practices use one surgery (the Gables) for there extended access so only one practice to cover costs for. The second issue was that we were not fulfilling our contractual agreement with supplying evening appointments due to resource (been unable to staff required sessions with GPs). The decision was made therefore to disband the Bramley Hub. Robin Lane & Manor Park Surgery are to stay together due to Clinicare and join the Pudsey Hub.</p> <p>AG CT JH CT</p> <p>By joining the Pudsey Hub we can offer our patients evening appointments Monday-Friday 6pm-8pm and Saturday & Sunday appointments 8am – 1pm.</p> <p>The doctors who will see patients at the Gables, are these local doctors?</p> <p>The extended access service is staffed by the Network. Staff sign up with the network and are offered sessions should they wish to cover. The doctors could be local, or they could be from elsewhere in Leeds.</p> <p>How are patients able to book these appointments?</p> <p>These are bookable by the normal method of booking over the telephone or at reception at Manor Park at any time. If other practices weekday evening appointments go un-booked then these go on offer to the other hub practices at 6pm Monday – Friday.</p>	

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<p>If other practices weekend a appointments remain un-booked then these are open to the other practices from 4pm on a Friday. To try and book an appointment on a weekend, you would ring Manor Park's normal number which would then ring through to the Gables. An automatic message will play informing you of this. If you should contact 111 then they will book into the Gables if there are appointments available for out of hours.</p> <p>PM JW Booking Service Team We are aware that patients have experienced long waits when attempting to get through to the practice by telephone. On hold 20 minutes before telephone answered this week. On hold 30 minutes before telephone answered this week. We have had serious resource issues within the booking service team. Louise resigned for a position at another practice, Claire had to removed from staff due to training issues and Ruqayya has now got a degree and position in Bradford. In total the booking service team has lost 93hrs a week of staff hours. Lindsey, the manager of the booking service team has been actively recruiting and has employed 2 new members of staff but are not from general practice background and as such require training which is in depth and does take time. May be an idea to send an update via text message to patients letting them know why (sensibly) why the wait is currently so long.</p> <p>PM Care Navigator Team Karen has recently advertised, interviewed and employed a new care navigator called Kelly who will start on the 10th December and work across both Manor Park and Robin Lane.</p>	
<p>4 CQC</p>	
<p>Manor Park had its CQC inspection in March of this year. The CQC inspectors are returning tomorrow for an update inspection to focus on those areas they identified we required improvement.</p>	
<p>5 Update on Items from last meeting.</p>	
<p>PM DNA's In the last meeting we discussed DNA's (did not attend). We contacted the CCG and as part of a new campaign were sent posters and leaflets to display in the surgery to relay to patients the importance of cancelling appointments when no longer needed so these can be used for other people. Suggested displaying posters in Housing notice boards. Would take some posters and kindly display in those he has access to.</p> <p>Positive Feedback</p>	

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	It was discussed in the last meeting that as well as displaying complaints, that the practice should pro-actively encourage positive feedback. Poster created and displayed in reception to encourage patients to communicate their positive experiences via a feedback form available at reception.	
6	PPG Chair	
	<p>Due to the previous difficulties we experienced as a group, the CCG funded a facilitator who helped us put together new terms of reference (TOR) for our re-launched PPG. The TOR state that the group shall elect a chair and it was agreed at the last meeting that we would take a vote at this meeting to see if the group want to do this or if they are happy for the practice to fulfil this role.</p> <p>Vote today to see if group would prefer practice to continue to chair or if they would like to vote to nominate a member of the group. Group voted – All in favour of practice continuing to chair and to review in 1 years' time.</p> <p>Suggested we appoint a Vice-Chair to learn more about the role and co-facilitate in meetings.</p> <p>If you would be interested in this please nominate yourself for this position following receipt of minutes.</p>	
LG		
CT		
7.	AOB – Any Other Business	
	System Online	
PM	Suggested the times appointments are released online should be added to the system online page to patients are aware of when they need to log in to access them. Could amend the practice address to include release times.	
CT	System Online is not the practices system but will certainly speak to Andy (IT Manager) to see if this is possible.	
JW	Why are nurses' appointments unavailable to book online?	
MB	The nurses all have different skill sets and so all do different things. Different types of appointments require different durations and specific slots. Too many different clinics and slot types to offer unlocked to patients.	
AG	Wanted to ensure that patients who do not have email addresses or smart phones receive communications by other means as spoke to two patients who had not received any communications re extended access.	
JH	Confirmed she had received a letter.	
PM	Suggested PPG been able to access and utilise notice board in waiting room and rotate subjects and advertise local services and activities.	

ITEMS DISCUSSED		ACTION
CT	We agreed the notice board in waiting area 2 can be used. Karen will speak to Vicky about this and we can agree terms of usage at the next meeting.	
8.	Next PPG Meeting	
	Next meeting scheduled for Thursday 31st January 2019 at 6pm.	