

Minutes of the Patient Reference Group held on Tuesday 23rd May 2017

Present: Adeeba Malik (Today's Chair)
John Stone
Fred Stone
Roy Dodsworth
Joanne Harrison – Hub Manager
Wilma Nicholl – Patient and Practice Health Champion
John Samuel
Jenny Hattersley
Dr Adele Maddy – GP HHW – Allerton
Sharon Barraclough – Business Development Enterprise and Finance Manager
Tommy Cummins
Kathy Bairstow
Sandra Shallcross
Barbara Blissett
Dr Arlene Raw – GP HHW – Clayton
Rebecca Hanson – Assistant Business Manager

- 1. Apologies** – Carol Lynch, Alexandra Matthews, Olga Green
- 2. Minute of the last meeting** – these were accepted as a correct record.
- 3. Matters arising** – Welcome from the Chair, hoping that the joint meetings will enable both groups to support the Practice in continually developing and working hard to improve patient care and wellbeing.
- 4. Update on the Merger** – At the moment we still hold two contracts with NHS England to provide GP services. We are aiming to merge the contracts from 2018/19 which will mean we need to have a formal patient consultation. However steps have already been taken so anticipate that this will cause minimal disruption. We have already issued a brand announcement flyer for Hollyns Health and Wellbeing. This explains where the name was conceived and that over the next few months we will be changing our name and working on bringing our administrative and clinical processes together. Our name change is likely to come into effect on outgoing communications when we implement the administrative Hub on 3rd July. All local health care providers will be informed of the new name however we may still need to refer to our old Practice names on correspondence with a sentence that states “formerly known as”. Patients may still need to refer to the old Practice name also when visiting outpatients etc. There were some concerns raised about ensuring that we are properly communicating the name change to patients, to support the change we have updated our website, call board, leaflets and telephone greetings. It was suggested at the Allerton PRG meeting that we have an official launch, this was a welcomed suggestion, Adeeba suggested inviting the T&A to cover the Launch event which will need to be run by members of the PRG. We will also look to place some adverts in local publications to spread the message, Westwood Pages, Parish News in Clayton and the Thornton Directory. A date for the official launch to be agreed but September may be a good time to coincide with the Flu Season. Concerns raised about the consent model in TPP SystemOne, Beccy explained how smart cards control access works in ensuring only appropriate people have access to the SystemOne unit and audit trails to check access are available, also about the Practice working to the framework within the IG toolkit and confidentiality agreements within all contracts of employment. We will be introducing a shared IT system to work across both sites Allerton and Clayton. An administration hub to deal with back office functions and staff

will be moving between locations. Telephone numbers for each site will remain the same. Staff have been issued with a new Hollyns Uniform. We will be looking at GP and clinical capacity at both sites and in time hoping to offer a greater choice of appointments at either locality.

Action: Jo Harrison to set a date for Launch and arrange event, Adeeba to invite T&A to cover, Beccy to advertise name change in local publications.

- 5. Presentation from Jo Harrison Hub Manager** - The group welcomed Jo Harrison who gave a presentation on the implementation of the administration Hub. (Presentation is attached to the minutes). Pre-dated scripts were discussed; this is a change to Clayton processes. All scripts will be aligned, with either 28 or 56 days issued. Monthly for dossett boxes and review dates organised before re-issue. There is a pharmacist working within Allerton to support the review process, Clayton will look to implement similar. Suggested changes to RAC discussed with the limit to 30 patients. If patient number 31 presents then the on call clinician will be contacted for advice and clinical review. The group raised some concerns around how appointment changes would be communicated to patients. Explained RAC leaflet will be handed out informing patients of the change, 4 weeks for review post implementation and feedback welcomed.

Action: Jo to ensure effective communications of appointment changes shared with patients.

- 6. Hollyns Health and Wellbeing** – Beccy presented the Hollyns Health and Wellbeing Vision/Values and Behaviours (attached to the minutes). These were briefly discussed however time was short so it was agreed that we would circulate for comments via email/letter and re-add them to the next joint meeting agenda.

Action: Beccy to re-agenda for the next meeting.

- 7. Group Photographs** – It has been suggested that adding photographs of some of the current members of the PRG to the notice board in reception and one the website might make the PRG more real to other patients. The group photo was discussed and it was noted that this may not be the best option for patients in terms of recognising members in the waiting area. It was agreed that single photos of the group chairs may be best and a group photo would be taken at the launch event.
- 8. Future joint meeting, structure and name** – It was agreed that we would hold the meeting bi-monthly and if this was too often change to quarterly. Meetings will be alternate lunch time and evening. Agreed that the new name would be “Patient Group”.
- 9. Any Other Business** – The group recognised all the hard work from all staff within HHW and wanted to say thank you. **Action:** Jo H to feed back to all via weekly newsletter.
- 10. Date and time of next meeting** – A joint meeting will take place at Hollyns Clayton Tuesday 18th July at 1-2.30pm.