

## Minutes of the Patient Group held on Tuesday 14<sup>th</sup> November 2017

### **Present:**

John Stone (Today's Chair)  
Alexandra Matthews  
Marion Le Pla  
Jennifer Hattersley  
Olga Green  
Roy Dodsworth  
Anthony Willoughby  
Tommy Cummings  
John Samuel  
Sandra Shallcross  
Adeeba Malik  
Barbara Blissett  
Councillor Richard Dunbar  
Councillor Sue Duffy  
Councillor Carol Thirkill

Sharon Barraclough – Business Development, Enterprise and Finance Manager HHW  
Rebecca Hanson – Assistant Business Manager HHW  
Dr Arlene Raw – GP HHW – Clayton

### **Apologies:**

Wilma Nichol – Patient and Practice Health Champion  
Kathy Bairstow  
Fred Stone  
Carol Lynch  
Tee Ludkin-Yoxall

### **Welcoming new members:**

Anthony Willoughby – Clayton  
Marion Le Pla – Allerton

- 1. Matters arising / Minutes of the last meeting** – a brief discussion was held regarding the Terms of Reference notes from the last meeting regarding whether or not we should have a single chair, co-chair and when we should appoint a new chair. It was agreed that John and Adeeba will continue to co-chair at their respective sites until January then re-election will take place at the AGM in January. It was agreed that it is helpful that two people co-chair to ensure that a stand-in is available if one of the chairs is unable to attend the meeting. It was also discussed as per the Terms of Reference that it would be helpful to appoint a secretary or co-secretaries at the AGM also. Anthony expressed an interest. Beccy will contact Anthony with some information about what the secretary role entails. Olga advised that she had expressed apologies for the last meeting but these were not noted. Carol asked for a brief update on the flooding, advised this was an internal water pipe in the upstairs bathroom that leaked through the roof into Room 1.

**Action: Beccy to add re-election of co-chairs to the AGM in January 2018 meeting agenda and appointment of a secretary. Also to note Olga's apologies for the last meeting.**

## **2. Councillor Richard Dunbar and Sue Duffy**

Beccy welcomed Councillor Richard Dunbar and Sue Duffy from the Allerton Ward to the joint Patient Group. They had already met with Sharon prior to the meeting today and were happy to be invited along and will try to come to future meetings. They introduced themselves and explained about their ward and local population and how they can feed ideas from the group back into the ward and that they can bring comments and suggestions back too. They are happy to be involved in promoting and attending events and can take comments and suggestions from people who are unable to attend these meetings and bring them to us for consideration. It was raised that we would like the Group to be more representative of the demographics of both our localities and if possible could they encourage more people to attend. We would like to hear all feedback both positive and negative to help use improve and develop.

It was noted that we have had a number of changes taking place and that these have generated criticisms, this will improve and settle with time. Contacting the surgery by phone was raised, as was staff attitude and the feeling of being “interrogated”. Beccy gave an update regarding staff training in Customer Services, our call recording software and competencies for call handling and completing administrative tasks within the Practice. Staff will be issued some reference sheets for handling calls and calls will be listened to during one to ones and appraisals.

Richard and Sue gave an overview of some of their Councillor interests; education, healthy lifestyles etc and thanked us for having them present.

## **3. Trust Primary Care**

Sharon gave the Group an update on Trust Primary Care, a group of 19 Practices that work collaboratively and meet monthly to look at how we can work together to support improvements in Primary Care at scale. We all share our learning and support each other; for example one of the local practices may provide an enhanced service that we can all refer into rather than sending a patient to the local Hospitals Trusts. This is more cost effective, closer to home for the patient and often has a lesser waiting time.

## **4. Extended hours discussion – current/future provision**

Beccy asked the Group for their thoughts on what extended hours provisions we should provide moving into the new financial year in April 2018 when the Practices merge contract. Currently we provide Monday morning before 8am and Monday evening until 6pm at Allerton and Wednesday evening and some Saturdays at Clayton. Discussion took place around this with the suggestion that working patients be offered the extended hours appointments as a priority but Beccy noted that this was hard to quantify. It was raised that offering appointments across both sites would be helpful which will be actioned April 2018 also. The group decided to consider extended hours further outside of the meeting and discuss further in the New Year.

## **5. Update on the Merge**

1. Phone Lines – Beccy gave the group an update on the phone lines. Fibre connection will be installed at Allerton soon, site survey taking place, which will improve issues around connection and clarity. Call recording software is now in place and being used for Training and Monitoring purposes. Standard Operating Procedures are now in place and reviewed for continuous development. Call scripts and helpful phrases are also being developed and a visit to a Practice in York to view their Patient Call centre is taking place for lessons learned.

2. Website – the new [www.hollynshealth.co.uk](http://www.hollynshealth.co.uk) website is live, redirects from the old Mayfield and Grange sites are in place. Some of the generic pictures are being replaced with pictures from the Practice. The group fed back on the “book appointment bar” and “repeat prescription button”, saying that they need to be more prominent.

**Action – Beccy to discuss with Kirsty and Website supplier and make suggested changes if possible.**

3. Staffing – Beccy advised that we have recruited a new Nurse predominantly based at our Allerton site, Amanda Thompson, and that we are currently advertising for 2 additional Patient Services Administrators. Proper induction and training programmes are in place and new starters are issued the newly developed Standard Operating Procedures. There was discussion in the meeting around different skilled roles in the Practice, ensuring that appropriately trained Clinicians are seeing the right patients. Beccy described why the Patient Services Administrators ask the nature of a patient’s problem to ensure that they are placed with the right clinician in the right appointment type, again this is in line with Standard Operating Procedures. We ensure that clinical staff are appropriately trained to complete job specific tasks within their competency and escalate queries internally to more senior Clinicians if required.
4. Signs – Beccy advised that all the new signage is up and if the Group have any feedback then do please pass it on.
5. Appointments – due to time constraints, it was agreed to re-agenda discussions on the new appointment system.

**Action – Beccy to re-agenda Appointment discussion.**

## **6. Feedback from the flu clinics**

Roy fed back to group about how the Clayton Flu Clinics went. On the 9-11am Saturday morning clinic by 10am it was very busy but was manageable. There were patients queuing out of the door and the car park was very full. On the Tuesday evening session, again it was very busy and queuing out of the door, Roy felt that there were health and safety issues as too many patients were attending, people appeared to be squashed. Roy suggested that we break the patient list into time slots to reduce back log of patients. Perhaps the Tuesday evening session could start later in the day to support workers. Also to help Data Quality could there be a post-card system that is sent out with the letters containing patient information that can be handed in when arriving at the surgery. It was felt that the booking in process on the day was confusing and there were lessons that could be learned for next time. It was commented that Allerton clinics ran very well.

It was suggested that before the next flu session a working group involving the Patient Group be created to discuss ideas on how the drop in sessions could be run. It was agreed this was a good idea.

**Action – Beccy to set up Flu Drop in session working session next summer**

## **7. Any other business**

It was asked that repeat prescriptions and aligning the process between both sites be discussed at the next meeting.

**Action – Beccy to add to the next agenda**

**8. Date and time of next meeting**

A joint meeting will take place at Hollyns Allerton on Tuesday 16<sup>th</sup> January 6-7.30pm.