

## Minutes of the Patient Group held on Tuesday 10<sup>th</sup> July 2018 at HHWB (Clayton)

### Present:

John Stone (Today's Chair)  
Adeeba Malik  
Fred Stone  
Jennifer Hattersley  
John Samuel  
Wilma Nichol – Patient and Practice Health Champion  
Marion Le Pla – Allerton  
Sharon Barraclough – Business Development, Enterprise and Finance Manager HHW  
Rebecca Hanson – Assistant Business Manager HHW  
Dr Christine Temperley – GP HHW

### 1. Apologies:

Sandra Shallcross  
Olga Green  
Tommy Cummings  
Carol Thirkill  
Alexandra Matthews  
Kathy Bairstow  
Councillor Richard Dunbar  
Councillor Sue Duffy

### 2. Matters arising / Minutes of the last meeting

These were accepted as an accurate record.

Beccy had asked for feedback on the extended hours provision last meeting, nothing received over email. The new sessions were agreed as Monday evening at Allerton, Wednesday evening at Clayton, some nursing sessions to start at 7am and some Saturday mornings alternating between sites, John asked if Beccy would inform the group when the dates were available on the Practice Website. **Action: Beccy**

No nominations were received for co-chairs, John and Adeeba will continue to share the responsibility.

Anthony had put himself forward to be secretary for the group but we haven't received apologies. John to follow up with Anthony to see if he is still happy to help the group.  
**Action: John.**

New members, Beccy contacted Café West to try and get some additional members but no uptake from them. It was suggested that staff could ask friendly patients to become members of the group during consultation. It was agreed the Health Champions would promote too.  
**Action: Beccy to ask clinical team to see if they can interest any patients.**

### 3. Standard Access Plan 2018/19

Last year's plan was signed off in March as complete; there is a new template for 2018/19 that includes a PDSA cycle. There are 5 areas of impact that we are focusing on this year are:

Signposting  
DNAs  
Consultation Types  
Productive workflows  
Personal productivity

A copy of the document will be circulated with the minutes of the meeting. Before then the document will need to be signed off by the chair.

**Action: Beccy to circulate to the group.**

#### **4. 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.

#### **5. Merger Update**

Cross Site Working: Patients will start to see GPs and ANPs consulting from different sites from September onwards. We are hoping to start our cross site on call process 6 months later. The purpose is to be able to offer patients a better choice of clinician, ensure fair distribution of appointments across both sites and share our resources. We are hoping to improve access.

Staffing: We are recruiting 2 new members of the Patient Administration Team soon. We have been holding vacancies but now we have mapped our service offering we are sure we need more administration team members. We recently recruited 2 new practice nurses Jessica and Caroline.

Phone lines: Our phone supplier Premier Choice have recommended we remove the Allerton direct dial due to issues we have had in transferring patients between sites as this will still be problematic when we have our fibre line installed. Notices have been displayed and a message on the Allerton number in case patients ring the old number. To improve our service, Premier have offered us a solution called cloud queuer which offers patients a call back service so that they don't have to hold on the line. Beccy asked the patient group if they felt it was appropriate for the Surgery Telephone number to display on handsets when the call is being returned. It was agreed this was acceptable as patients requesting the call back would be expecting it and more likely to pick the call up if they recognised the number. Beccy explained about the "OGMs" messages that will be played to the patient whilst queuing re relevant and useful information about local or national issues. Our phone supplier will also be giving us some vouchers to pass on to patients for the issues we have experienced, we will be using £10 a month on an amazon voucher for completed Friends and Family Test forms lucky draw. Also £50 per site for completed patient surveys. Winners pulled from a hat at random. Patients will need to tell us who they are if they want to win but responses can still be anon.

Finally Beccy updated the group on the call handling training work being undertaken with York Priory practice, this is a series of workshops designed to improve the call handling skills of the PSA team and should help to improve the customer service experience. Staff will be listening to their own calls and marking themselves against a call handling framework.

Hollyns will also be taking part in the Bradford District CCG wide Care Navigation programme. This is about ensuring patients are directed to the most appropriate clinician for their issue, ins

support of this a message is being played when patients request an appointment from Dr Raw explaining that the staff member may ask the nature of the problem and why. Training is being provided to all staff and clinicians and a Bradford wide campaign will be starting soon. More information can be found the on Access Plan for 2018/19.

#### **6. Any other business**

Adeeba updated the group on a department for education social mobility project, Adeeba is leading on the parental engagement. Voluntary sector organisations are being invited to attend an event to tender. If anyone from the group knows of anyone interested to let Adeeba know.

#### **7. Date and time of next meeting**

Tbc – it will be an evening meeting late October, at Allerton.