

## **Minutes of the Patient Group held on Tuesday 19<sup>th</sup> March 2019 at HHWB (Clayton)**

**Present:** John Stone  
Adeeba Malik  
Dr Arlene Raw  
Sharon Barraclough – Business Development, Enterprise and Finance Manager HHW  
Sandra Shallcross  
Olga Green  
Jennifer Hattersley  
Carol Thirkhill  
Nicola Farrar

**1. Apologies:** Fred Stone  
Marion Le Pla  
Audrey Matthews

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

The March minutes were accepted as an accurate record

Nicola Farrar was introduced to the group as the new Hub Manager whose employment started in January

### **3. DNA Policy**

Again we had a quite lengthy discussion about the DNA (Did Not Attend). It is a cause for concern and very frustrating. Patient behaviour is erratic and is a continuing problem

It was stated that from December to January there were 428 missed at Clayton and 572 missed at Allerton

If a patient misses, without good reason, 3 times in 6 months a letter is sent on the issue. However people are very rarely removed from the patient list.

We find that the text messaging system to remind patients is very helpful

We have asked for a breakdown for analysis and grouping of Patient group and type of appointment have been suggested. Perhaps AGE / APPOINTMENT TYPE / CLINICIAN

It was found that since the merger there has been some mix-up of sites but this has improved

Any ideas to solve the issue would be welcome. It was suggested a play involving patients would appeal to others – but the funny tragedy is that the patients it was aimed at would probably not see it. The idea was generally agreed and approved with the theme being to consider others with greater health needs

In the meantime staff are continuing to monitor individual patients

#### **4. Patient Participation Survey**

From the Patient Participation Survey 103 were returned with generally good feedback but the main negative highlighted was there are still issues with the phone system.

There were generally positive comments and any comments is better to have rather than just ticked boxes

The survey ran from October until it closed on 30<sup>th</sup> December. This is for internal use only but will be displayed on the notice boards and only be seen by outside departments to show good practice.

Many of the issues raised, eg recruiting more GP's' are nationwide and don't just affect this practice.

#### **5. Care Navigation**

The process of Care Navigation is taking place. This is not compulsory but some patients think it is and are not happy

The call centre staff have a template to follow and they DO NOT MAKE DECISIONS. All are admin staff and not healthcare professionals.

The feeling is that if you rang 111 you would get asked similar questions directly

This scheme is being taken on quite strongly in Bradford but as yet no data results are yet published

Further to this there has been training given to staff with regard to attitude and empathy and a re-wording a general leaflet is taking place before production

Extended Access is being brought in at central points (eg Ridge surgery) which will take place up to 8pm. This is in the official newsletter but may need re-wording

The question was raised about Care Navigation call taking longer but we can't have one without the other

#### **6. Self Care**

Our Community Partnership (Area 10) group of various surgeries is trying to work together to solve such issues as loneliness. This has also been taken up by The Ridge which is Area 7

Money has been allocated with the intent to provide a notice board, short talks and access to a laptop to demonstrate on-line availability. Perhaps someone from the group could assist in helping people understand logging on

We are trying to concentrate on Diabetes 2 in the Hollyns surgeries as 16<sup>th</sup> April was the start of Diabetes Awareness Week

## **7. Practice staffing**

Dr Andy Withers retired at the end of March and Mallika Ponnusamy has left to be a locum

Helen Wright is a new Advanced Nurse Practitioner and Helen Clarke is a training Advanced Clinical Practitioner and will start in September undertaking this course, but is currently doing the home visits for both sites.

Staffing seems to be settled but it is still hard to recruit new GP's. It appears that becoming a locum is the preferred option to the responsibility of a fixed practice

Within the practice there are 3 partners (Arlene Raw, Asim Suleman and Chris Temperly) and 2 doctors (Sarah Maris and Janet Doore). A full time GP will work for 8 sessions, which is the equivalent of 4 days per week.

Each Advanced Nurse Practitioner has a background in nursing and each Advanced Clinical Practitioner while not nurses may have a background as a Paramedic or Pharmacist

Perhaps we should make patients more aware of this so they are confident in seeing an ACP / ANP instead of a doctor. There is a lack of confidence in ACPs and ANPs and it was suggested by Adeeba to push these things forward in commissioning groups and perhaps bring it up with MPs. She thought that too few GPs are available and Locums are bad for practices in general

The remuneration in the practice is above average but a Locum costs even more and it would cost about £15,000 in commission for an introduction agency for us to recruit a Locum to permanent GP. Locums are more highly paid and there is no legal restraint in newly qualified doctors switching immediately to Locum with no experience.

The feelings on the general way forward is for a 5 yearly review and the Primary Care Network to bring lesser grade staff in to cover for GPs

## **8. Other business**

Can we have name badges for receptionists – *First names are allowed only, for protection*

Disabled chairs, with arms, are required

The automatic doors are not working – *It is thought they were switched off for health and safety as they might squash a child. They are now active again*

The Flu Clinic to be brought in as a topic before the next one is due

More new Barrett's housing is being built off of Westminster Avenue which will add to pressures on patient numbers

Inspire and Educate - For people who are carers to get them out of the house for either 2 half days or 1 full day. The village hall may be available – This is to be promoted

**And finally – Date and time of next meeting**

Thankyou all for attending. And please look forward to the next one that will take place on a Tuesday evening in Allerton most probably in July 2019. Details to be forwarded nearer the event