

Minutes of the Patient Group held at Hollyns Health and Wellbeing, Allerton on Tuesday 10th March 2020 at 6 pm

Present: Adeeba Malik (Chair)
John Stone (Co-Chair)
Kathy Bairstow (Minutes)
Wilma Nichol
Sandra Shallcross
Howard Turnpenny
John Soloman
Marian Le Pla
Dr C Temperley (GP Partner)
Nicola Farrar (Hub Manager)

Welcome, Apologies and Introductions - Adeeba welcomed the members and everyone present introduced themselves. Apologies were received from Fred Stone, Andra Matthews and Sharon Barraclough, who was in isolation awaiting results for Coronavirus.

Matters arising - The minutes of the last meeting were accepted as correct. Adeeba mentioned that she had not yet contacted Helen Hirst at the Clinical Commissioning Group (CCG) in respect of the Did Not Attend (DNAs) to see if the CCG could support in any way.

Minute taker for future meetings – Adeeba asked for a volunteer for someone to take the minutes. Kathy Bairstow agreed, as she has done this many times in the past.

Adeeba advised the group the My Well-Being College delivered counselling from Quest House. Doctors can refer, or patients can refer themselves directly.

Patient Questionnaire Analysis – Nicola spoke of the general themes: DNAs, not all patients being happy with rapid access clinics being only 5 minutes long and for one new problem only. Some patients also disagree with

reception staff asking questions in order to triage to the correct clinician. This was interesting as the same questions were asked, by the same staff on the telephone, without any complaint. There were also complaints about how long patients were having to wait on the phone when calling the practice. Although there are 34 appointments available at 8 am, some people were still unable to get an appointment.

To avoid unnecessary calls at 8 am, there are new messages on the phone line advising that appointments can be cancelled by text and prescription queries or test results should be made after 10.30 am.

However, there were more positive comments than negative, and general satisfaction with the service was good. People in the main realised they could attend either Allerton or Clayton, and couldn't always see a GP, but would be signposted to the most appropriate clinician.

Remote booking - Dr Temperley advised the group that the practice now had access to GP/Practitioner appointments through a remote booking service based at three hubs: Picton in Manningham, The Ridge and Shipley, if no appointments were available at Hollyns. The remote booking appointments are booked by Hollyns and available between 6.30 and 9.30 pm, and on Saturdays and Sundays. These slots are released at 9 am each weekday.

Two appointments are also available each day for 111 to book. The group agreed that it would be useful to signpost these additional services online.

Online appointments – these are now only available for Health Care Assistants due to Coronavirus.

E-consultations: There was pilot service where people could email, through the website with a non-urgent enquiry. The aim was to get a response from a clinician within 48 hours. A snapshot of users taken between 24 February and

1 March showed the age range of people using it was between 27 and 81. 8 patients needed admin help, 12 others needed general advice. It is estimated that e-consultations saved an estimated 7.2 appointments during that week. The next phase is to reduce the response time from 48 hours.

Access Plan 20/21 – this needs to be signed off by the end of March by the Chair of the meeting, if in agreement.

Primary Care Network and Community I0 update – John talked about plans for community partnerships. These comprise of partnerships between different practices. John is a member of the group who meet regularly. Sharon attends the Primary Care Network Meeting and Community I0 meetings and will update at the next meeting.

Staff/Practice update –

- There has been one recruit since November
- The three admin staff from October are doing very well. There is a vacancy for one part-time admin role
- Janet Arthur is reducing her hours from April
- Julie Trutwein has passed her Advanced Nurse Practitioner exams, which means there is now a practice nurse vacancy
- Dr Marris is pregnant and will take maternity leave from June
- The Community Pharmacist has had a baby, so locums are being used whilst she is on maternity leave
- An administration member of staff is also pregnant and will start her maternity leave in July
- There is a possibility of having another ACP paramedic from May 2020

Drs Sarah Marris, Asim Suleman and Arlene Raw are training to be trainers – hopefully to grow our own GPs. We might have a registrar from August.

Planning for COVID-19:

- Posters are displayed in public areas

- Lots of hand gel in prominent places
- Text messages have gone out to patients with I I I links
- A recorded message is available pointing people who are concerned about the corona virus/flu-like symptoms to I I I and only with their advice, to contact the practice
- Triage on telephone calls
- Information on practice website

It was flagged up that patients could still be seen by GPs for usual illnesses but would be telephone triaged first, and only attending the practice if required.

There were concerns within the group that patients present had not received a text message. Nicola to look into. **Post meeting note:** The missing texts were delivered the next day.

Any other business – CQC. An annual regulatory review had taken place with Care quality Commission (CQC) which had gone well. The visit would take place during 2020 as changes had taken place since the last visit, the main change being that the practices had merged.

John commented that people had been interviewed for the last inspection, so we might need to meet the again Usually the practice is given 2 weeks notice of when an inspection will take place.

Date/time and venue of next meeting

To be held at Clayton, date to be confirmed and possibly changed to an evening at 6 pm.