

MEETING NOTES	
MEETING HOST:	Jonathan Hagan / Helen Lamb
MEETING WITH:	Lindsay Embling, Jess Hinken Gill Cashmore, Beth O'Brien, Chris Gardner, Tom Gardner, Barbara Moore
DATE:	21 st March 2024
LOCATION:	Scott Road Medical Centre
TIME:	12:30-13:30
DISCUSSION:	<ul style="list-style-type: none"> • Discussed last meeting (Nov/Dec 19) <ul style="list-style-type: none"> ○ PPG members were helping with the flu vaccines by volunteering at the flu clinics. This was a success and received lots of positive feedback from patients. ○ Focus groups were discussed for patients with long term conditions (e.g., diabetes, hypertension) how can we help with this? ○ Patient survey (found this helpful/positive) having honest feedback from variety of patients. • Group suggestions: <ul style="list-style-type: none"> ○ Would like the continuity of speaking with the same Clinician or Usual GP. Find it frustrating having to repeat symptoms/problems, especially during difficult times such as bereavement. <i>This isn't always possible but understand this is the ideal scenario – patients can request when making an appointment however may be advised there is someone else more appropriate for this follow up / may have a longer wait to see or speak with their UGP.</i> ○ Knowing who their Usual GP is and putting a face to the name. <i>This can change when new Doctors join the practice as patients need to be shared out fairly. As discussed, we have had a turnaround with GPs leaving the practice over the last few years – we are now fully staffed.</i> ○ Understanding Clinician's roles better: GP, ANP, Nurse, Physio, HCA, Social Prescribers, Care Co-ordinators etc. How can we help educate patients? <i>Healthcare Professionals leaflet to share which explains the different roles and their job description. We have multiple roles here at the practice and within the PCN.</i> ○ Directory of groups within the area for local support. Sometimes feel stuck when you need help/support and who to refer to, especially those patients that don't necessarily come into the surgery often. • What hasn't gone so well? <ul style="list-style-type: none"> ○ Occasional lack of communication, e.g. LTCR letter informing patient of a "Kidney disease" diagnosis, patient unaware and unable to get an appointment to discuss this for a month. <i>We discussed this can sometimes sound more worrying with the use of medical terminology. The above diagnosis can come through as a result of a recent blood test. This code is generated in patients records and the LTCR report automatically picks up this patient for an invitation. We usually (in Admin) receive a task to inform patients of any results like this and arrange a follow up appointment with the appropriate clinician. The above occasion seems to have slipped through the net here but understand this can be worrying for patients to receive a letter like this.</i> ○ Finding it difficult to book an appointment sometimes, looking weeks in advance. <i>Since Covid, we have launched Klinik which is an online platform for routine</i>

health problems, prescription requests, sick notes, referral requests etc. Again, educating patients on the most appropriate clinician may help with this and sometimes an earlier appointment can be arranged with ANP/Nurse/Physio.

- A&E attendances: patients are going to A&E when they're unable to get a GP appointment. Can sometimes have a wait of 10+ hours just to be seen. *This unfortunately is the way the NHS is at the moment with the lack of resources. Again, educating patients on where and who to refer to will help. Recent launch of "Pharmacy First" has already taken off to a great start in helping patients with the conditions below:*

Acute otitis media*	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	

- Next steps/for discussion next time:
 - How can we get more patients of different ages involved in the PPG going forward?
 - How can we share the above information to patients (website, facebook, leaflets)?
 - How can we help those patients who are unable to, or do not have access to the internet? Local Library/support groups?
 - Quarterly Newsletter. This has been helpful and informative in the past. *Admin time needed to action this / what's the best way to share this information to our patients?*
 - PPG members to speak with other patients to see how we can improve/what do they want from the surgery?
 - How can we educate and encourage patients on managing their own health (bloods, prescriptions, arranging annual reviews etc). Do patients have online access? Are they registered online via NHS app?

SUMMARISED ACTIONS:

If any of you would like to collect a "Range of Healthcare Professionals" leaflet at the surgery - this is a new informative leaflet which explains the different roles and how they can help. Reception have placed these leaflets in our waiting room for patients to take away.

Helen Brazil (Transformation Lead, Selby Town Primary Care Network) to attend the next meeting. Please see attached PCN PPG engagement letters (online and paper version to print) that she has sent through in the meantime.

All PPG members happy to share their contact details – will set up a WhatsApp group independent of SRMC. *Jess to share this with Gill to forward on to the group.*

GOING FORWARD:

Chair: Gill Cashmore

Secretary: Thomas Gardner

Next meeting: June – date TBC

<u>NEXT MEETING DATE:</u>	TBC
----------------------------------	------------