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**Patient Participation Group**

**Note of the meeting held on 6th November 2023 at Woolpack House**

**Present**:

PPG Murray Rose (Chair), Tony Cleaver, Sally Downs, Kathy Gibson (Minutes), Kate Henderson-Nichol, Robin Peach, Mike Eusden, June Hutt, Anna Hunter

Practice: Wendy Stevens, Steffanie McGurk, Dr Sarah Thio

Apologies: Frank Healy, Ellen Murphy, Di Gomery, Eric Graham, Phil Rigby, Gail Smith, Tim Howell

**Minutes from the last meeting**

Agreed

**Annual review discussion summary**

There were concerns expressed by members present and by some who were absent but who had sent in comments that the PPG had focused too much on the priorities set by the practice and that it hadn’t done enough to engage with the wider patient body. This needs to be addressed in 2024.

It was agreed that Murray would remain as Chair and that the executive group arrangement would continue.

The current subgroups have generally been effective in either raising issues with the practice or in tackling the priorities proposed by the practice. The subgroups - Communication/Website, Veterans, Diabetes and more recently Carers – have included the utilisation of individual experience/skills/strengths/interests, growth of teamwork/relationships within the PPG and with Practice personnel and third sector groups.

The active membership of group has declined over the year, with members dropping out for a range of personal and health reasons and, more recently, because they feel that the group is not engaging enough with the patients. In addition, attendance at meetings has been affected by personal health needs.

Robyn left the practice in May and was not replaced until November. This reduced the effectiveness of the communication between the practice, the PPG and the wider patient group. It also meant that the subgroup action plans were not always implemented in a timely manner. The appointment of Vishnu (Data Manager) and Steffanie McGurk (compliance and link with PPG) should impact on progress and communication between PPG and Practice.

Next Steps:

The Practice will seek new recruits from the wider 200 group to join the PPG to increase our numbers. This will be the same process as before, with individuals invited to submit personal statements. (Wendy/Steffanie)

Questionnaire to people who are dropping out – eg reasons for withdrawing from Core Group, would they be interested in staying stay on as ordinary member as opposed to core group. (Exec Group)

**Feedback from Diabetes work stream**

York & District Diabetes UK meetings have been re-established after covid.  Meetings first Monday of each month in the Community Room, Tesco Askham Bar 7.30 – 9.00. Mix of speaker presentations/time to chat and share.

Questionnaire created by Diabetes Work stream has been sent out to patients diagnosed with diabetes.  Results will be shared middle of December.

**Feedback from the Carers' work stream**

Kate fed back on work to date. York Carers are keen to work with GP Practices.  Kate has asked for link with Practice, training, posters, any form of resource that they can offer.

Carers Action Plan approved by PPG

Wendy will provide the PPG with the numbers of Carers currently in Practice.

**Feedback on progress around the website, communications and acting upon patient feedback.**

Website – Vishnu (Data Manager) now in role. The Front page of the practice website now has tabs/buttons instead of scrolling down, more tabs will be added as needed.

There will be space for rolling banners.

Robin Peach has taken on the role of chairing the Communications and Website group.

**Update from the practice on their Access Plan**

Discussion began with issue regarding patients who need to come back in four weeks' time after seeing a GP but are unable to book 4 weeks ahead. Resolving this issue needs to be a priority for the practice.

Appointments are now released twice a day (acting on feedback from PPG)

Doctors also have ‘emergency appointment’

Average wait time for telephone calls is under 5 minutes and if there are two people in the phone queue in front of you then you get offered a call back

Wendy reported that the access plan had aims which included

- Must be safe

- Must be based on need

- Must be equitable (eg people who cannot use phone/digitally savvy

- Key aims – right plan with as few steps as possible

- Must be able to balance with the routine work that is done in the practice (eg baby checks) balance with having functional and happy team

- Would want continuity – for each problem you would have same doctor

Dr Thio then outlined current system and presented some options for improvement. A summary is included, below:

Access to the general practice at moment is that if a patient rings in and the appointments are finished, they are asked to ring back following morning.

The practice must now respond to patients within 24 hours – appointment/advice/ direct them to another service (eg AE, pharmacy/ request for further information – cannot ask them to call back next day and this will require investment in a new system.

At moment – daily phones start at 8am and the E-consultation also turns on at 8.  Usually have to turn it off at 8.30 as full.  GP blocked off to deal with these.   Current E-consultation system means patients are asked about 12 questions, most are not answered.

The new systems currently being looked at in York include:

* one model using Artificial Intelligence for triage - Eg urgent appointment, pharmacy.  (50 questions)
* The second ACCURX – this is a clinician based system with clinicians doing the triaging (300 characters typed in so shorter and quicker for patients).

The system our Practice Doctors prefer is ACCURX because they feel un-comfortable with AI system – we prefer to remain in control as clinicians.  We are currently struggling with demand with number of appts we have.  We know that people give up, but we do give a lot of on the day appointments.

Our plan would be gradually bring this new system in.  There is a risk that too much of a change would lead to the system being overwhelmed quite quickly. In any system we would still have patients who would be able to come to reception – or on phone and book an appointment for that day.  Once no appointments are available, patients would be sent a link / helped by receptionist – about what they’d like to happen.  This would then go to triaging GP who will decide what will happen next.

Instead of sitting on a waiting list – it would be triaged that day.

With ACCURX software – patients would then be sent a link to choose an appointment which should speed things up.

Timescale – current system is till March 24 and hope to roll out new system from February.

Next Steps:

- PPG members can have a look at the system

- Receptionists/Volunteers can train people if needed

- Text messages for reminders about appointments/be able to cancel appointments will be rolled out as soon as possible.

**Response from the practice to patient queries about toilet signage and shingles vaccinations for under 70s (a topic from the Next Door forum)**

Toilets on every single floor (in Woolpack) South Bank and East Parade – ground floor

Signage has been updated.

Shingles vaccinations- gap between 65 and 70, if birthday on / after 1st September you can have vaccination.  Wendy will ensure notice up and noted in website.  Text message will go out to let people know when they are due their vaccines.

NB. Wendy reported that recent Flu and Covid vaccine system of text message out, patients booking through this, has worked well.

Wendy will share percentage targets for vaccines withing the Practice for current year - to be added to minutes.

**Introduction to Steffanie (Robyn's replacement)**

- Steffanie was herself a patient of the Practice

- Currently dealing more with compliance.

- Will liaise with PPG – first sub group Patient Liason events Spring 2024.

Contact Steffanie on     steffanie.mcgurk@nhs.net

**Calendar for next year:**

Agreed to continue with:

- executive group

- four PPG meetings per year

- subgroups

2024 PPG Meetings  5.30pm – 7pm, Training Room, second floor, Woolpack House

- January 8th

- April 8th

- September 2nd

- November 4th

**Any other business:**

Wendy asked if PPG would like to take part in staff training day February 2024

It was agreed that PPG will meet with patients and health staff from across the city at this event (probably at York Race Course) Date to be advised.

The PPG will hold 3 consultation events with patients in the new year.  Patients will be able to book in advance to attend meeting venue/date which suits them.  Information will be shared at January meeting.  Budget for these from Practice £150/200 per event.  Sub group Anna, Kathy, Murray, Steffanie