

**MINUTES OF MONKGATE PPG MEETING
HELD AT MONKGATE ON WEDNESDAY 14th MARCH 2018 at 12.30pm**

Attendees YMG:	████████████████████
Attendees Patients:	██
Apologies:	██████████
Facilitator:	██████████
Note Taker:	██████████

APOLOGIES
Apologies were received from ██████████.

MINUTES OF PREVIOUS MEETING
██████████ met with St Wilfrid's who are keen to involve York Medical Group with their curriculum. Due to our scheduling commitments we are unable to help this year, however there is potential for the future. ██████████ kindly offered to assist and also to meet with St Wilfrid's.

MEN'S HEALTH TALK
<p>██████████ had done some research and found that Prostate UK will provide speakers for events so when we run our event we may not need to involve the consultants at the hospital.</p> <p>██████████ also suggested that we survey our patient population of 50 – 60 year old men which would hopefully prompt questions from them to enable us to provide a useful presentation. We are able to run searches on our patients and send out either a paper questionnaire or survey monkey via email for this.</p> <p>Should we consider other areas of men's health not just prostate e.g. testicular cancer?</p> <p>Are we targeting outside of York Medical Group?</p> <p>It was agreed that we would advertise and promote this event for all the York area.</p> <p>Following a meeting with HealthWatch they advised that a well-attended meeting for them has a maximum of 100 people so consideration needs to be given to the size of the venue we arrange.</p> <p>There was mention of prostate cancer on social media and a football club had been involved – could we approach YCFC and local gyms?</p> <p>Following further discussion it was agreed that more research is required. There should be further exploration of similar events in the local area; contact should be made with Prostate UK for posters and other advertising material for surgeries and we should contact local gyms and sports clubs to gain an idea of interest.</p> <p>York Medical Group will run searches on our patient population to include, but not limited to, how many male patients we have aged 50 – 60 years old.</p>

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE
Run searches on patients at York Medical Group	██████████ to liaise with ██████████	██████████	06.06.18
Contact local gyms/sports clubs to gain and idea of interest in a Men's Health Talk		PPG Members	06.06.18
Contract Prostate UK		PPG Members	06.06.18

COMPLAINTS
<p>██████████ explained that when a complaint is received we invite the patient to join the PPG so that they can help shape the future of our services.</p> <p>Our previous complaint process involved writing a letter to the patient to inform them we would respond to their</p>

complaint within 30 days. This takes up a huge admin and doctor resource. We now hold a patient experience meeting every two weeks to discuss and learn from each complaint and then call the patient immediately following the meeting to discuss their issue and explain to them what we are doing to rectify it.

There are four main areas we receive complaints in; no appointments, getting through on the phone, attitude of our staff and complaints on behalf of family members who cannot speak up for themselves.

NEW TELEPHONE SYSTEM

We have recently completed the procurement exercise and are just about to order a new telephone system for York Medical Group. We will be moving away from the CCG and hospital system. The new system is designed specifically for GP practices so will work well for both our patients and staff and the aim is that it will eventually be linked to our patient database enabling us instant access to your record when answering your call. We will be able to say what number you are in the queue and have recorded reminders playing whilst you are waiting e.g. have you had your flu jab, did you know you can sign on for online services etc. ■ asked if patients would be prepared to help test our new telephone system which they agreed they would.

■ also explained that due to the amount of time taken up triaging patients on the phone for the urgent care centre we are considering more of a drop in service where you will be given a time slot instead of an appointment.

Do you get much abuse?

Staff do receive abuse from patients. They are told that we have a zero tolerance policy and if necessary calls will be escalated to a senior manager. Our current telephone system does not have a record facility which our new system will (which can be turned off if a patient doesn't wish their call to be recorded) and also managers will be able to interrupt calls to assist if necessary. We always try to use positive language in surgery.

We are also conducting training for our PCCs on how to handle difficult patients.

NEW ADVERTISING SCREEN

PPG members liked the screen in the waiting area and suggest a second screen if we able to afford it. They found the information displayed informative and clear and wholeheartedly endorsed it.

DATE OF NEXT MEETING

Wednesday 6th June 2018 at 12.30pm at Monkgate

Joint PPG – Monday 6th August 2018 at 6.30pm at Water Lane (Water Lane, York, YO30 6PS)