

**MINUTES OF PPG MEETING
HELD VIA ZOOM ON WEDNESDAY 2nd DECEMBER 2020 at 6.30pm**

Attendees YMG:	[REDACTED]
Attendees Patients:	[REDACTED]
Apologies:	[REDACTED]
Facilitator:	[REDACTED]
Note Taker:	[REDACTED]

INTRODUCTION & WELCOME

█ once again thanked members for attending the virtual PPG again. This continues to be a challenging time and prior to Lockdown 2 YMG was opening up more sites and face to face appointments. It was decided to continue with this and Monkgate was re-opened and also Water Lane which is being run as a training site with GPs in their final year of training based there with supervision from our own GPs seeing patients, as next year they will be looking after us all! Students that are just beginning their training are still studying virtually. From Monday 7th December Water Lane will also be our Red Zone.

On-going challenges remain and now a bigger challenge, with the approval of a vaccination, is the releasing of staff to deliver this to the patients of York.

APPROVAL OF MINUTES OF LAST MEETING

The minutes of the previous meeting were agreed as an accurate record.

█ would like to add his apologies for not attending the last meeting and noted from the minutes the discussion around whether communication and information should be national or local; this has to be both but one problem is that Mr Johnson isn't good at talking off the cuff and finding information locally is difficult.

THE CITY OF YORK COUNCIL WEBSITE HAS VERY GOOD LOCAL INFORMATION AVAILABLE

█ agreed that communication was a challenge and it would have helped the practice to help patients if the message was a consistent one, across both the different regions and countries of the UK. A message is more powerful if spoken with one voice.

KLINIK – ONLINE CONSULTATION SYSTEM

█ explained that Klinik was a computer based triage system developed by a Finnish company, where there is a similar healthcare system to our own. Even prior to COVID-19 primary care generally were looking to find a digital application to help manage demand and improve the management of patients. YMG are already using e-consult for non-urgent issues where a patient receives a response via email in 48 hours.

Klinik have created an online form with a map of a human being for patients to indicate where their problem is, it then goes on to ask whether this is an existing or new condition, an urgent or more routine problem and if you wish to see a particular clinician for continuity of care, along with other questions. This is then triaged by a GP who will pass on to the most appropriate clinician for your condition. It may also mean that a patient is signposted on to other community services; rather than visiting the GP practice. Communication is all done via an App or by text.

Patients without access to technology can phone the surgery and a PCC will go through the form and capture all the relevant information during the call.

This system will allow the GP to be flexible and choose how long an appointment will be required rather than using the traditional "10 minutes for everyone" model. Priory Group and Haxby are already using the system to great effect and the CCG are encouraging all York GP practices to use this new system to help manage demand.

Demand for GP services has shot up markedly; national figures state 20% during the pandemic.

Please see below a table showing the number of calls received into YMG between April and October 2020 compared with the same months the previous year. It shows that calls have increased significantly during the COVID-19 period; a time when it has not been possible to increase resources, due to financial implications and the slow release of extra income from the Government aimed to help with the increased demand due to the pandemic.

<u>Month 2019</u>	<u>Total Calls</u>	<u>Month 2020</u>	<u>Total Calls</u>
April	36,358	April	31,585
May	35,982	May	30,421
June	34,718	June	34,603 Lockdown eased
July	39,517	July	40,932 Lockdown stopped
August	35,523	August	38,978
September	42,813 Start of PTP	September	54,264 Flu season started
October	45,008	October	48,843 Change to appointment offerings

THIS IS A PERFECT EXAMPLE OF THE LACK OF COMMUNICATION BETWEEN CENTRAL GOVERNMENT AND THE PEOPLE OUT IN THE FIELD. WHAT IT MEANS TO THE PRACTICE IS THEY WILL RECEIVE LOTS OF TELEPHONE CALLS OF PATIENTS ASKING WHAT'S GOING ON WHEREAS IF IT COULD HAVE BEEN COMMUNICATED FROM CENTRAL SOURCES ADVISING NOT TO GO RUSHING TO YOUR GP YOU WILL RECEIVE A COMMUNICATION IT WOULD PREVENT THESE LOG JAMS

■ agreed that Prime Ministers and Ministers are not necessarily good at organising and don't understand the mechanisms of business, they work on policy, although there are some positive ways in which the Government has helped

■ advised that Klinik will be in place from Jan/Feb next year and YMG will work with patients to do some testing of the system to highlight and iron out any issues. It will run parallel with our traditional model for a period of time. One advantage of Klinik is that it can be completed at any time, not just during office hours with the caveat that patients are responded to based on urgency during our normal service hours.

YMG is currently offering a mostly same day service; we realise it has been difficult to get an appointment at times, but there have been some positive changes that have come out of the COVID-19 pandemic and the hope is to build on them.

■ asked members their opinion on this new software.

A BLESSING FROM COVID-19 IS THE ABILITY TO USE MODERN DAY TECHNOLOGY TO IMPROVE THE SPEED OF INFORMATION

HOW WE WILL ACCESS KLINIK

■ confirmed that it will be used via a website or App or you can call the practice and they will take you through the form, as we accept there are some people who won't have the technology. This will decrease the number of people trying to contact the surgery via telephone.

■ acknowledged there was a concern for those who don't have the ability to use digital forms of access. Patients can still phone the surgery and a PCC will go through the form with them so they shouldn't be disadvantaged; in fact there is a potential advantage for those less connected digitally as phone demand will decrease making it easier to get through.

THERE ARE PATIENTS WHO DON'T TRUST TECHNOLOGY AND LIKE TO SPEAK TO A PCC FACE TO FACE – CAN THEY STILL DO THIS

■ advised that whilst we aren't encouraging patients to visit site at the moment due to the COVID-19 restrictions, once these have been lifted, it will be possible for a patient to come into surgery and a PCC will go through the form at the reception desk. At present we would ask patients to call surgery and not to visit sites.

■ also suggested that YMG are considering having tablets available in waiting rooms for patients to go through the form with a PCC on site.

Klinik is not being implemented to make it difficult to access services but is designed to improve the process.

COVID-19 VACCINATION

■ advised that we heard today that the Pfizer vaccine had been approved and given that York was the first City with a confirmed case of COVID-19 it is also likely to get the first vaccines and are aiming to start vaccinating on Monday of next week.

ARE YMG VACCINATING? MY UNDERSTANDING WAS THAT THERE ARE 50 CENTRES THROUGHOUT THE UK WHERE PEOPLE WILL GO AND BE VACCINATED. FOR MY FLU JAB I CAME INTO PRACTICE, MY PARTNER WENT TO THE MASS VACCINATION SITE WHICH SHE THOUGHT WAS BRILLIANT

■ explained that YMG is part of an organisation called Nimbuscare, a company set up by all the GP practices in

York; they are all shareholders and contribute resources to support the mass vaccination clinic. York have created a system that considers all patients from all practices as a collective and have worked together to create the only Mass Vaccination Clinic in Yorkshire where 25000 people have been given the flu jab.

WILL IT BE NEXT WEEK?

■ confirmed that it is hoped that there will be some vaccines delivered ready for next week.

■ debated whether this would happen as the recent Government briefing indicated that the vaccines would be delivered to hospitals initially. YMG staff have been asked to indicate their availability on the rotas to work at the Mass Vaccination Clinic to help administer the vaccination.

I DON'T MIND IF I ATTEND A YMG SITE OR HAVE TO TRAVEL

BBC NEWS GAVE DETAILS OF THE PRIORITY LIST; TOP WERE NURSING HOME PATIENTS AND STAFF, HOSPITALS AND THEN THROUGH AGES

THAT'S CHANGED PURELY BECAUSE OF THE LOGISTICS IT IS IMPOSSIBLE TO DO CARE HOMES FIRST AS THE VACCINE IS DELIVERED IN BATCHES OF 975 AND UNTIL IT CAN BE SPLIT IT HAS TO BE AVAILABLE IN HOSPITALS FOR NHS WORKERS FIRST

RESTRICTIONS ARE IT HAS TO BE KEPT AT A LOW TEMPERATURE AND CAN ONLY BE MOVED 4 TIMES

■ advised that the vaccine only lasts 5 days at fridge temperature and that is a logistical problem. It is hoped that the vaccine produced by AstraZeneca gets approval as that will be far easier, as a GP practice and Mass Vaccination clinic to manage.

■ also stressed the importance of all our patients that are entitled to a flu vaccination do take up the opportunity as when the COVID-19 vaccine becomes available there must be a 7 day wait between these vaccinations. Due to the success of the flu vaccine being delivered at the Mass Vaccination Clinic at Askham Bar it will be used to deliver the COVID-19 vaccine.

THERE ARE 12M ABOVE THE AGE OF 65 IN THIS COUNTRY WE ONLY HAVE 40M DOSES (2 DOSES NEEDED)?

■ explained that this is only the first round of vaccines and it is hoped the bulk of the UK will be vaccinated using the Oxford vaccine.

■ concluded that the full details are not yet available and explained that a previous difficulty in York had been about collaboration between practices. COVID-19 has driven collaboration forward and all practices are working together for the community to deliver this vaccine at our Mass Vaccination Clinic.

FEEDBACK ON PROCESSES DURING COVID-19

IT WAS EASIER TO GET A SAME DAY APPOINTMENT WHEN WE COULD CALL LATER IN THE DAY – 8AM IS DIFFICULT FOR THOSE ON THE SCHOOL RUN OR COMMUTING TO WORK

■ explained that this had been discussed many times in meetings at YMG to try and resolve the issue of when is the best time for patients to call for appointments. It is impossible to stop demand and no matter when people call appointments still get filled quickly.

■ stated that the practice took the decision based on feedback from patients, as they were being asked to call back thus increasing the number of phone calls into surgery. The reason 8am was chosen is that is when the practice opens and if patients have an issue that is when they will call. This is not an easy fix and realise it is difficult for those at work or with children. One positive with the phone system is that the call back system is now working well.

■ felt that Klinik would also help as the form can be completed at any time and patients will be dealt with based on their clinical need.

THE MECHANICAL VOICE ON THE PHONE FEELS THREATENING, ESPECIALLY TO THOSE WITH MENTAL HEALTH ISSUES WHO ALREADY FIND IT DIFFICULT TO RING IN TO THE PRACTICE.

DH asked if there was a voice that would be better.

A REAL ONE – NOT ROBOTIC

■ confirmed that this was a real person and not a robot but would ask if it could be changed.

COULD THE COVID-19 MESSAGE BE AN OPTION THAT PEOPLE LISTEN TO IF THEY WISH TO AND REMOVED FROM THE PHONE SYSTEM

■ agreed that people are aware of COVID-19 now and this look at being changed.

WHY HAVE YOU ABANDONED AFTERNOON SLOTS FOR URGENT APPOINTMENTS

■ explained that when the Right First Time system was implemented patients were asked to call at certain times dependent on their need.

■ advised this was changed due to patient feedback. Complaints were received when patients were asked to call back in the afternoon for urgent appointments. If a patient calls after 10am there are still some exemption appointments available if a patient needs an urgent appointment.

YMG SEEM TO BE FAR BETTER THAN OTHER SURGERIES IN THE CITY WHERE PATIENTS ARE UNABLE TO GET APPOINTMENTS AT ALL.

■ responded that that is because we listen to our patients and continually make improvements.

I HAVE REGULAR APPOINTMENTS FOR INR - IF I GO TOMORROW I WILL BE GIVEN AN APPOINTMENT IN 14 DAYS AND RING 10 DAYS BEFORE TO GET THE TIME – IT WORKS VERY WELL

■ agreed that the system for monitoring Warfarin in surgery is working well.

THE PHARMACIST IS VERY QUICK AND RINGS BEFORE I'VE GOT HOME!

■ advised that the Government wanted GP's to bring in other professionals within the practice. YMG has 3 pharmacists who work as part of the practice freeing up time for GP's, who are not always the best people to help with medication queries.

AGREE THAT INR WORKS VERY WELL - ALSO REPEAT PRESCRIPTIONS ARE GOING THROUGH WITH ENORMOUS SPEED WHICH IS GREAT

THERE HAVE BEEN ISSUES SINCE THE CHANGE OF MANAGEMENT OF TOWER COURT PHARMACY TO HAXBY

■ advised that whilst remaining independent and ensuring patients are aware they can use any pharmacy they chose, York Medical Pharmacy at Acomb will deliver medications.

SHOULD ALL OVER 70S HAVE RECEIVED A LETTER FOR FLU JABS AS MY WIFE DIDN'T GET ONE? SHE WAS GIVEN THE JAB OPPORTUNISTICALLY WHEN I HAD THE APPOINTMENT FOR MINE

■ explained that is why she hasn't received a letter as the record will have been updated to show that the vaccine had already been given.

IS IT NOT STANDARD PRACTICE TO SEND A LETTER OUT TO ALL OVER 70s?

■ stated that YMG will text those patients who have consented; those that haven't will be sent a letter unless a patients' record indicates they have already received the vaccination, either in surgery or by a third party i.e. at a pharmacy.

■ thanked members for their input which result in sensible solutions being implemented for patients and why systems are working more positively.

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE
Speak to Senior Management Team and IT lead to see if it is possible for the voice to be changed on the phone system.	COMPLETE - As messages change frequently it has not been possible to get a GP to record all the messages as yet – this remains a work in progress	■	15-01-20
Remove the initial COVID-19 message on the phone system	COMPLETE - Due to the fact that we remain in a pandemic it has been decided to keep this message for the time-being	■	15-01-20

QUESTIONS RELATING TO HOW THE PRACTICE IS RUNNING

■ has produced a number of questions to create a survey for the PPG to complete.

Most questions were approved with one or two requiring re-wording to ensure reliable results that will drive positive change within the organisation.

HOW MANY PATIENTS REQUEST VIDEO CONSULT

■ stated that AccuRx is used much like FaceTime between the clinician and patient. It can also be used to send links/videos or patients can respond with texts or send photos.

■ acknowledged that it was not the answer to everything but certainly allowed you to see a patient or have a conversation via text that is almost instantaneous. It is another option for consulting but not a complete substitute for face to face appointments. Technology will not take over completely but can save money and time in travel for

patients so there are hidden benefits.

■ also stated that many conditions can be managed safely and appropriately by telephone but if a patient needs to be seen they will be asked to attend surgery or the call will be converted to a video consultation.

IF I AM ILL I WANT TO SEE "SOMEONE" IT DOESN'T MATTER IF IT IS A GP OR NOT.

IT DEPENDS ON THE CONDITION

■ explained that with Klinik we want patients to see the right person the first time. Part of the diversification of primary care was driven by the fact that there are not enough GPs so now YMG has pharmacists, primary mental health care workers and social prescribing link workers within the practice. A future role may be an MSK practitioner who will be better placed to help with musculoskeletal issues.

RECENTLY I HAVE GONE TO A PHARMACIST AS I HAD AN EYE INFECTION AND THEY GAVE ME OINTMENT – PEOPLE ARE HAPPY TO DO THAT AS LONG AS THEY ARE AWARE OF THE LIMITATIONS OF THE PROFESSIONAL AND WILL BE REFERRED ELSEWHERE IF NEEDED – IT'S ABOUT HAVING CONFIDENCE IN THE PRACTITIONER YOU ARE SEEING

■ asked ■ to look at the questions prior to the survey being sent out to the PPG.

■ also asked members to feedback any issues but asked patients to appreciate that YMG staff are human beings and are currently under extreme pressure.

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE
Send survey monkey questions to BW for review before sending out for patients to complete		■	15-01-20

ANY OTHER BUSINESS

COVID-19 VACCINATION MISINFORMATION AND MISTRUST

HOW WILL THE MISINFORMATION AND MISTRUST BE HANDLED

■ stated nothing is ever completely safe and that a lot of work would be required to undo the misinformation circulating and hoped that Facebook would address the false propaganda headlines.

ARE YOU DISTURBED AS GPS THAT YOU WILL HAVE TO PAY FOR THE VACCINATIONS UP FRONT - IS THAT A PROBLEM FOR PRACTICES

■ explained that it is standard practice for surgeries to have to pay for the vaccines and then put in a claim to be refunded.

PRESCRIPTION REVIEW DATES

WHAT HAPPENS WHEN THE REVIEW DATE COMES DUE

■ advised that it would mean that prescriptions cannot be ordered after that date and will disappear from the online system. As GP's are taking legal responsibility for issuing the prescription from a safety point of view it is important to have a review. The system will not allow a review date longer than 12 months but where possible this will be moved on to the patients birth month; to make it more memorable for patients to remember they need to contact the surgery for their review. Some medications need to be followed up on a more regular basis. It is important patients contact the surgery in good time in case consultation with a clinician or blood test is required. It is not about denying people medications but keeping them safe.

THE ONUS IS VERY MUCH ON THE PATIENT TO CHASE UP - WHAT ABOUT PATIENTS WHO ARE NOT SO WELL INFORMED?

■ explained that vulnerable patients are pro-actively contacted by the Complex Care Team and searches are run to find those patients with conditions who need to be seen i.e. diabetics.

■ agreed that the onus is on the patients as calling in every patient who needed a medication review would be a huge task. Patients do need to take ownership of their medication. The Complex Care Team is available to support our more vulnerable patients.

■ asked patients who need a medication review to request their medication 5 working days before it is required as it is a longer process.

POSITIVE FEEDBACK

■ advised the PPG that the surgery receive many complaints and asked if they would be willing to share their positive feedback that could be shared with staff. Please email ■ any comments (■).

MEETING CLOSED

Meeting closed at 20.10

DATE OF NEXT JOINT PPG

Wednesday 20th January – 6.30pm – via Zoom