



We are able to see patients for emergency care however [REDACTED] explained that if you had called and explained it was a possible head injury we may have suggested going immediately to A&E.

#### ALIGNMENT OF APPOINTMENTS

##### **At the patient flow meetings you discussed trying to have same day blood tests available following an appointment with a GP?**

[REDACTED] gave details of the plan from March to have a Health Care Assistant (HCA) with free appointments at the beginning of the day to enable patients to be seen straight away following a GP appointment. On the Clifton axis this will be at Water Lane only as we are unable to offer this service at all sites at the moment. If you have an appointment at 32 Clifton or Tower Court you could go to Water Lane for a blood test if required.

##### **At York District Hospital you take a ticket and wait could you offer this kind of service?**

We are trying to work on a new way of working but it is not a quick fix. It would not be practical for HCA's to have free clinics all day and appointments not be filled.

#### PATIENT FLOW MEETINGS

[REDACTED] explained the work being done at the recent patient flow meetings. Staff and patients are looking at the flow of patients through the practice from their initial phone call.

There are four stages to this:-

1. Document how the service is currently run
2. How can we improve that service with patient input
3. How do we know we've improved the service
4. Having implemented changes assess whether we have improved the service?

Some change can be measured others are subjective as it is based on patient view. We are currently at the stage of documenting what goes on now and have mapped out what the problems are and ideas to improve. [REDACTED] has encouraged all staff groups and patients to be engaged with this process. There is still information to be gathered and any further work will be with a small working group and it would be fantastic to have patient interest and involvement.

[REDACTED] also expressed her thanks at the patient appreciation and understanding of the difficult role of the Patient Care Co-ordinator (PCC). They have a complex job and work hard to ensure the best patient experience. Any further ideas and solutions to problems i.e. getting through on the phone, how to reduce appointment wait, co-ordinating appointments are welcome.

**My experience of booking online is very good however you may not book the appropriate appointment. If you call and go through a PCC they will try and understand your problem and book you appropriately.**

**The online prescription service works very well especially if you have a nominated pharmacy.**

[REDACTED] said that the Electronic Prescription Service is fantastic and even those patients who do not use our online system can still have prescriptions sent to their nominated pharmacy electronically. If we can try and reduce the number of journeys people make it is a wonderful way forward.

**I received a letter from [REDACTED] and rang to find out who he was. I called Tower Court, and Acomb but got no answer, then rang Water lane who told me he worked at Woodthorpe, I rang there and got no answer so gave up.**

[REDACTED] said that we are having terrible problems with our phone system. We had hoped this would be resolved with a York wide solution but unfortunately it is looking less likely so we are looking into arranging our system. We understand the frustration for patients.

[REDACTED] is a Partner who works out of our Woodthorpe Surgery. He is the prescribing lead for York Medical Group.

**When you ring Water Lane and are put on hold the music breaks up and sounds awful.**

Unfortunately as we are part of the hospital system this is not something we can control.

**Why are York Mental Health Services part of Tees, Esk and Wear Valley (TEWV).**

explained that the CCG put services out to tender so that we receive the best service and best value for money and Mental Health Services have recently gone through changes. TEWV were the successful contractor to provide services in York.

The physiotherapy service was also put out to tender but as the service remained within the hospital this change was not so noticeable.

**As Jeremy Hunt now has an extended remit do you think there will be a better link between primary and secondary care and social services.**

There is an aim to do this locally and York is trying to integrate with social care and work more closely together.

**HOW BEST TO USE MEETINGS GOING FORWARD**

asked members how they would best like to use these meetings going forward. Are there are ideas you have or issues you would like resolving. Meetings are used to inform patients of any developments we are involved in. Are there any members who would like to lead and run the meetings and set agendas?

**The meetings do require some structure with an agenda. Also a map of what other organisations we should be working with in the community.**

agreed an agenda for the meetings would be useful but felt that strategic meetings are held within YMG to liaise with other organisations and that would be beyond the remit of this meeting.

**When we were just Clifton Medical Practice we had different members of staff come in and talk to us.**

It was agreed that a focus on more health related topics rather than just organisation of the practice would be interesting for members.

**Is the purpose of the meeting to talk about what is happening in the practice? Who is responsible for allocating funds?**

The CCG is responsible for 65% of the local budget and commissions and pays for services at YDH and in the community. There are GPs and other staff who have roles within the CCG.

**Is bed blocking being caused by a vicious circle of money being allocated incorrectly?**

The CCG is not responsible for social care budgets. Some of these are council run services.

explained that one area York is trying to move forward is integration between health and social care. Our focus has to be on making services as good as they can be within the budget we have.

It was suggested that bringing someone in from the CCG or YDH to talk about funding would be useful. to liaise with regarding this.

**A big weak point in General Practice is Bank Holidays and weekends.**

From September we will be offering different extended hours. We will be open from 8am to 8pm Monday to Friday with some Saturday and Sunday opening.

**Is there any move to make GPs responsible for the Out of Hours service?**

stated that there are many changes going on which may include a change to the current Out of Hours service offered.

**I asked about putting up a poster about the emergency prescription procedure?**

to investigate whether this poster has been produced.

The patients all agreed that better communication about what services are available is required.

| ACTION  | COMMENT   | PERSON RESPONSIBLE | TARGET DATE |
|---|---|--------------------|-------------|
| to email CCG regarding their attendance at a future PPG meeting | asked  to email CCG   |                    | 16/01/18    |
| Investigate emergency prescription procedure poster             | asked advice from our Pharmacist regarding this –  emailed again to chase |                    | 09/04/18    |

**FUTURE MEETINGS**

**DOCMAIL**

**Why do my review letters now come from Bath and are no longer marked Private and Confidential?**  
We use a company called DocMail who are accredited by the NHS to send out all our bulk mail. Letters are generated by our administration staff but sent from DocMail's central office in Bath. This service is more cost effective for us as they are able to send these letters out for less than the cost of a postage stamp.

| ACTION  | COMMENT  | PERSON RESPONSIBLE | TARGET DATE |
|---|--|--------------------|-------------|
| Investigate putting Private and Confidential on all letters sent from the Surgery | <b>COMPLETE</b> - Due to an error with DocMail some letters were sent out without the P&C mark – this has now been rectified. Our Office Manager is looking into local franking machines having P&C mark added | ■                  | 09/04/18    |

**FLU VACCINATIONS/BLOOD TESTS**

Although it is good that patients have the choice to have their flu vaccinations at Boots or Tesco this means that NHS money is being taken out of General Practice. Although patients may feel that going elsewhere is helping the practice we do plan for this workload and the income generated comes back in to the practice to re-invest.  
**Last year you ran out of Pneumonia vaccines and I never received one.**  
■ to check with Nurse Manager and to offer patient a pneumonia vaccine.  
**Should we not go elsewhere for our Blood Tests?**  
Blood tests are different and that does help us in terms of workload if it is more convenient for you to go to another provider for this.

| ACTION  | COMMENT  | PERSON RESPONSIBLE | TARGET DATE |
|---|--|--------------------|-------------|
| ■ to speak to Nurse Manager regarding pneumonia vaccination | <b>COMPLETE</b> - Nurse Manager tasked Water Lane receptionists to check whether pneumonia vaccines are available and offer patient an appointment | ■                  | 09/04/18    |

**DATE OF NEXT MEETING**

Joint PPG – Monday 29<sup>th</sup> January at 6.30pm at Monkgate  
Monday 9<sup>th</sup> April 2018 at 6.30pm at Water Lane