

**PATIENT GROUP MEETING**  
**(Peasholm & Prospect Road Surgeries)**

Held at Prospect Road Surgery  
On Wednesday 1<sup>st</sup> May 2019  
At 1.30pm



**Chair:** Lesley Clemmet, Business Development Manager

**Present:** EB, Peasholm            IL, Peasholm  
              JM, PR                 JM, Peasholm  
              MD, PR                 DR, Peasholm  
              RF, Peasholm  
              Julianne Haigh, Operations Manager  
              Michaela Dennis, General Manager

**Apologies:** LB, PR                 AC, Peasholm  
              JH, Peasholm

**Copied To:** All Central Healthcare Patient Group members  
Partners, Central Healthcare  
Senior Managers, Central Healthcare

**Minutes:** LJ

Lesley opened the meeting by welcoming everyone and thanking all for attending.

Everyone around the table introduced themselves.

The Agenda, set by Diane Robinson and Janet Martin was then followed:

**1. Welcome and introductions**

Lesley opened the meeting by welcoming everyone and thanking all for attending and everyone around the table introduced themselves.

**2. Apologies received** – as stated above

**3. Service changes update**

Michaela gave an overview of why the four surgeries had merged; current staffing difficulties due to long-term sickness and phased return to work by some GP's and new staff coming on board across both sites.

In particular additional clinical experts are being employed in the form of Clinical Pharmacists, Practice Nurses and Clinical Practitioners who will be able to assist GP's and patients with various clinical issues. In many cases it is better to see one of these clinicians, who are experts in certain fields, rather than a GP and patients need to be encouraged to see these people rather than automatically ask for a GP appointment.

Very difficult recruiting GP's to this area (which is also a national problem recognised by NHS England), however we do now have additional salaried and locum GP's working across the sites.

Julianne explained the changes at PRS and Peasholm surgeries:

- Reception:
  - 9 months into a 12 month project
  - New telephone system now in place and regular call audits will take place
  - Call recording, via Oak Call Recording, is now up and running
  - Concerns have been voiced to operator, ie Daisy, regarding poor service previously
  - More staff covering reception during peak periods
  - Enhanced training of all PST staff will be taking place
  - Unable to provide long-term bookable appointments at the moment due to lack of GP's
  - Cover across the 2 sites has been extremely difficult due to sickness and workload for those GP's covering is becoming unsustainable
  - Prescription Line at PRS is now working. The answerphone service is no longer available as this was not deemed secure. Lines are open 8.30 am to 1.30 pm with PS Team dealing with calls outside of these hours. To access call usual surgery number and select option 2. The on-line prescription service is also available.
  - Incorrect telephone number had been put on the prescription information leaflet which Julianne apologised for and confirmed that new leaflets would be printed and put in all waiting rooms
  - Signposting – it is important that patients get used to and accept that PS Team members are going to be asking what the problem is so that patients can be directed to the most appropriate clinician, which may not always be a GP but could be a Clinical Practitioner or Practice Nurse. It is important that PG members encourage and promote this so that patients get the message
  
- Extended Access:
  - Information agreed by PG Leads prior to publication
  - Concerns were raised regarding the suitability of some of the venues being used as were not on bus routes, particularly at weekends and evenings.
  - Castle Health Centre (town centre) is used because a) they are already open and therefore have Reception staff to cover and b) always security in attendance
  - From 24<sup>th</sup> April all patients will be able to book into any town surgery that is holding Extended Access clinics to suit them and leaflets are in waiting rooms explaining this.
  
- Staff:
  - PST Manager at Prospect Road/Peasholm is Jane Dunwell with Sue Fairbotham as Lead Receptionist
  - PST Manager at Lawrence House Medical Centre is Deane Bayes with Angela Millard as Lead Receptionist

#### **4. Questions/issues submitted to Patient Group ahead of the meeting and**

#### **5. Feedback regarding Services Changes**

- New telephone system, appointments, staffing issues and prescription line as above
  
- Board outside PRS does not include Dr Guest's name; Julianne confirmed this was on the list of things to address.
  
- Peasholm patients coming to PRS feel they are at the back of the queue as there is no-one here for them; Julianne assured everyone this was most certainly not the case and all patients were treated equally.

- More information needs to be cascaded down to patients in clear and plain English so everyone understands it; Lesley confirmed that work on the new CHC website was underway.
- Prescription line – Janet said that the staff on the prescription line were extremely helpful and well trained.
- On-line appointment facility; Julianne confirmed this was now up and running.
- Peasholm site; Julianne was asked whether or not this site will close? Unable to say at the moment however it is encouraging that we are continuing to employ more staff so additional clinics can continue to be made available.
- Problem solving and challenging patients – JM said some staff needed some help with how to deal with such issues; Julianne confirmed that such issues were discussed at every PST meeting, audits were carried out on calls and staff had various “speech bubbles” to refer to.

Julianne continued by saying PST members were regularly reduced to tears because of patients venting their frustrations and anger at them; the staff were also upset because they could not give patients exactly what they want at exactly the time they wanted it. PS Teams also have the full support of their respective PST Manager and Julianne’s door is always open for staff.

Patients who want an appointment are always offered help in the form of a triage phone call or an appointment with a clinician, however, we are not an emergency service, we are an on-the-day urgent care service. If patients phone wanting an emergency appointment then they should be phoning A&E.

PS Teams generally deal with patient complaints very well, however it was acknowledged that on-going training and support was needed.

It was agreed that Lesley would email DR and JM to arrange a meeting to discuss how the PG can help PS Teams deal with problems.

- Patients regularly turn up at the wrong surgery; Julianne confirmed all PST members inform patients exactly where their appointment is, however she will remind the team again.
- Staff still saying Prospect Road or Peasholm patient; Julianne explained that the PS Teams had come together very well and that ongoing training was being delivered.
- Same telephone number across the sites: not ready yet but will be in next few months. Once done this will be communicated clearly to all patients.
- Website: Sarah Roper and Les Morten are currently working on this. Needs to include:
  - Large focus on self-help and how patients can refer themselves to various services
  - Julianne confirmed that the Google Map on the website does work
  - Must include correct opening times, ie Peasholm now open 9 am to 4 pm
- Suggestion Box – handout of comments received:
  - Radio – unable to please everyone regarding the choice of station
  - Screen – far too fast; Julianne explained that we have slowed it down as much as possible and it is on the lowest speed setting.
  - It was agreed that Lesley, DM and JM would get together to discuss the re-introduction of the Suggestion Box in more detail.

## 6. Joint Patient Group, Terms of Reference and Mission Statement

- Joint Patient Group:
  - Agreed that a Central Healthcare Patient Group was needed and not a group for each separate site

- Recruitment to PG's to be discussed
  - Agreed that an agenda should be set and questions submitted prior to meetings
  - Chairs to obtain information from individual group members to take to meetings
  - Set maximum number for meetings
- 
- Agenda and dates of meetings to be sent out well in advance to all members by email and/or post
- Handout of statements from PRS, Peasholm and Belgrave.
    - Sub-group needed to work on this

**7. Name for Joint Group (neutral and inclusive) – not discussed**

**8. Newsletter – content and frequency**

- Unable to have one newsletter across the 2 sites (PRS & LHMC) due to the varying working practices still in operation
- Newsletter needs to be led by PG
- Needs to encourage and promote active signposting
- Needs to be in plain English – no jargon
- Lesley confirmed that the newsletter would not be able to be posted out to all patients (30,000 +) as this was simply not cost effective and would also provide us with staffing issues to get it out
- Latest issue of the newsletter will be published on the new website, with maybe a message on chronic disease letters or prescriptions advising patients to go to the website to view latest edition
- Lesley, DR and JM to meet to discuss in more detail

**9. Dates of Central Healthcare Joint Patient Group Meetings:**

- Wednesday 24<sup>th</sup> July, 1830 hrs, at Prospect Road Surgery, 174 Prospect Road, YO12 7LB
- Wednesday 15<sup>th</sup> January 2020, 1330 hrs, at Lawrence House Medical Centre, 1A Belgrave Crescent, YO11 1UB