



Wednesday 15th May 2024 – 18:00-19:50 GMC Patient Participation Group Meeting

Attendees:

Penny Allen (PA) David Issac (DI) Carol Headley (CH)
Claire Bayston (CB) Bob Leggett (BL) Maureen McAndrew (MM)
Zoe Foulerton (ZF) Rachael Pengelly (RP) Helen Thornton (HT)

Absentees:

Agenda:

1) Apologies for Absence

Due to prior commitments 3 patients could not attend.

2) Welcome & Introductions - All

All present introduced themselves and provided background information.

It was agreed to have name tags for next meeting.

All present attendees happy to be named on the website and to share contact details with each other.

3) PPG Constitution & Terms of Reference – Rachael Pengelly

The constitution and terms of reference were discussed. RP explained the purpose of each document and that they would be displayed on the website.

All members present at the meeting were happy with the contents.

RP has also started to create a virtual PPG for those patients who would like to be consulted via email, periodically throughout the year. The face-to-face PPG could also refer to them should they need to.

4) Appointment of Chair & Deputy Chair – Rachael Pengelly

The requirement of a Chair was discussed, and the following two members of the PPG volunteered as follows:

Chair – Maureen McAndrew

Deputy Chair – Penny Allen

5) Staff Update – Rachael Pengelly

Please see the attached document detailing the staff currently working at the practice.

There is currently a vacancy out for a new full-time member of admin staff.

Continuity of care was discussed. Staff do try to book patients in with the same GP but this can increase waiting times so is sometimes avoided.

6) Renovation of Grassington Medical Centre – Rachael Pengelly

RP stated that Grassington Medical Centre will not close and NHS England will not allow medical practices to be closed down unless there are exceptional circumstances.

Replacement of windows and doors, funded by the GP Partners is due to start at the end of the summer and will take 12-16 weeks. Following these works, internal changes will commence including new seating, new flooring, alterations to the front desk, LED lighting, new toilets and staff kitchen, insulation, replacement boiler and redecoration.

There will be disruption to the surgery and dental surgery.

Action: PPG suggested to place notices around the practice and on social media to raise awareness.

Boots will be leaving at the end of June 2024 however there is a new pharmacist who wishes to take over the lease. The aim is to add a toilet and kitchen area as part of the pharmacy unit so they can open weekends. RP stated that if this does not come to fruition, the practice will look into dispensing.

7) PATCHS – David Isaac

DI stated that PATCHS just suddenly appeared with no notice. He felt there should have been instructions on how to use the system and the fact it required an email address to register. Currently it can only be used whilst the practice is open. HT stated there was information the website and leaflets in the waiting room. DI said it would be worth educating patients when rolling out new systems.

RP informed the meeting that the practice was looking at changing the online IT platform to Accurx.

RP stated that the practice receives a very high call volume the hope is that the new online platform will reduce the telephone traffic. Rather than wait for the phones and aim is to encourage patients to use Accurx.

Note: The PPG members said they were happy to test any new systems.

8) Care Navigation & Outsourcing of Services – Maureen McAndrew

MM encouraged the practice to use Grassington hub/post office/library for information and to engage with services available in the area.

RP asked if the members could gather a list of services/groups which the staff would benefit knowing about so patients can be referred.

Some members mentioned Helping Hands, Coffin Club, befriending service, Compass, Discover Grassington (and the practice to potentially have a page on Discover Grassington).

Use of the Grassington Information Facebook page could be helpful with updates about the surgery (renovations, covid vaccines etc) and be a continued link between patient and surgery.

Lyndsey Earl (receptionist) is a trustee at the hub.

There was a suggestion of practice staff popping into the hub but this is unlikely due to time restraints. There is a wellbeing club on a Friday.

PPG members stated there needed to be education for patients on how to use the surgery/where to go.

RP explained the Pharmacy First service. Skipton Boots is one of the Pharmacy First chemists.

The PPG suggested a poster or a post on Facebook for things such as how many appointments missed, prescriptions issued etc.

Repeat prescriptions/review dates/turn around to pharmacy was discussed at length. There was a suggestion of making patients aware of checking their review dates by using posters in surgery/pharmacy and posts on Facebook/Instagram.

Action: The topic of care navigation to be moved to the September meeting

9) AOB - All

It was suggested that a WhatsApp group for PPG members should be created but with a rule that any posts should relate to the PPG only. Those attending the meeting were happy with this and agreed to be added.

Action: RP to create a GMC WhatsApp group.

10) Date of Next Meeting – Rachael Pengelly

Dr Oliver Hirst will be present at the next meeting and a Monday or Tuesday evening is best for him.

Action: RP to circulate a date for the next meeting, preferably early September after the school holidays.

Helen Thornton

15/05/2024