New Otley RoadMedical Practice



**Thursday 25th May 2023**

**Present** –Mohammed Shaid (PM), Yasmin Khan (APM), Vikki Hunt, Patient Engagement Lead.

**Patients**: patients

**Apologies:-**  Dr Usman Akbar (Lead GP)

**Welcome**

The meeting was opened at 5.00pm by VH who thanked everyone for attending.

There were some ‘new’ faces at today’s meeting – VH acknowledged this with thanks. VH discussed best way forward with meetings for both practices to meet since the practice merge. Some NOR patients would be happy to travel to Family Practice. Family Practice patients were invited to this meeting so disappointing only one turned up.

**PATCHS**

YK advised patients that a new online service had been implemented by NHS England. This is known as PATCHs. PATCHS will replace the existing Accuryx service and the e-consult that patients and surgery are currently using. The practice is in early stages of the implementation and know that there are some teething problems with it. We ask for patients to bear with us while we learn to use this new system.

**Social Prescribing**

VH reminded the meeting that there is access to Social Prescribers through the practice. We have PCN Prescribers and CLICs Prescribers. Both are vital services for patients. Khalil from CLICs (Hale) was due to attend today’s meeting and did pass on his apologies for not being able to attend today. Khalil assured VH that he would attend a future meeting.

**Enhanced Access**

VH and YK reminded the meeting that patients could ask staff to look at the enhanced services that PCN and other practices offered. Patients did say that this wasn’t widely known about, and it didn’t seem fair that some patients were offered it by reception staff- but no consistency with this. YK and VH to take this feedback away to look at better way of promoting it. YK told the meeting about the other services offered under Enhanced Access – one of them is the CAT- Children’s Acute Treatment hub which is based at Ashwell Medical Practice BD8. And the Acute Respiratory Infection (ARI) clinics for acute conditions that patients find themselves with. The Care Navigators are trained to offer these services when appropriate.

**PCN Services**

YK and MS spoke about the different services that our PCN offer. Patients were interested to hear the different services such as Mental Health at Barkerend Health Centre, Social Prescribers and Yoga on Prescription!

**DNA’s**

YK Explained the DNA policy at the practice and the number of appointments that patients miss. VH and YK asked patients how they felt we should deal with regular offenders. Interesting conversation followed. Otley or Family Practice.

**WhatsApp/email**

VH has previously discussed having a PPG WhatsApp group. VH already has a number of patients linked to her phone and email and so far no one has abused this. All patients were happy to be part of a WhatsApp group – and signed off on the signing in sheet to reflect this today. A Terms of Reference will be drafted by patient PP. VH stressed the importance of trust with this- and that if abused it will be stopped.

**Access**

NHS England – new directive. Plan for patients journey to be streamlined using more appropriate triaging and signposting. We will be working more closely with our PCN (Primary Care Network). Patients were invited to discuss access to services at the practice. During Covid our practice remained open and had regular appointments available for TC’s and face to face where appropriate. It was discussed that the reception staff are ‘Care Navigators’ who are trained to ask specific questions to best signpost to the best service. Patients sometimes feel like reception staff are being ‘too nosey’ or that they are not qualified to ask these questions. MS and YK assured patients that this is not the case, reception staff are simply doing their job. MS informed the meeting that online appointments are now available for patients.

**Patient Feedback**

General feedback from patients at the meeting is positive. The phone lines are still not perfect, but patients are understanding that we are doing our best to sort the issues out with our provider. YK is keeping ongoing communication with our provider.

**AOB**

Questions from the meeting about time taken to answer the phones. Some patients claim to have seen admin staff ‘stood about’ instead of answering calls. YK and VH assured patients that this is never the case – phones are answered in a timely manner, preferably within 5 rings. If admin staff are seen not answering phones it could be that they are already dealing with a patient or query. YK and VH monitor the phones and staff constantly.

**Meeting concluded at 18:30pm**

**Our next meeting is due to take place in August 2023**