

**Walderslade Patient Participation Group
Minutes of Meeting 17 September, 2015**

Present:

Maria Nascimento
 Freddy AD Ponce
 Barbara Sabin
 Margaret Dennison
 Jo Pollitt
 Teresa Gibson, Voluntary Action Barnsley, Social Prescribing Service
 Christopher Corker
 Cynthia Shaw (Chair)
 Kevin Doyle
 Frank Skorrow, Local Representative Council of Governors, Barnsley NHS Foundation Trust
 Jayne Hackleton, Walderslade Surgery Practice Manager
 Karen Gallagher, Walderslade Surgery Administrator
 Jane Love
 Pat Gregory – Walderslade Surgery Patients Liaison / Communications Manager
 Gordon Sinclair

1.	<p>Apologies: Julie Sabin, Jean Gibb, Susan Donnelly, Philippa Law, Iris Higginbottom, Elizabeth Knight.</p>
2.	<p>In Attendance:</p> <p>CS opened the meeting and welcomed new PPG member Jo Pollitt and guest speakers for the meeting, Frank Skorrow and Teresa Gibson.</p> <p>1. Frank Skorrow is a local representative on the Council of Governors at Barnsley Hospital NHS Foundation Trust. His role is to represent members of the Hoyland community to ensure that their views and concerns are expressed and properly represented at the Trust. As well as positive feedback, adverse feedback is also encouraged to enable improvements to the services provided.</p> <p>The Council of Governors ensures high standards are maintained and hold senior management at the hospital to account on all issues. The PPG should liaise through Pat Gregory if they have any issues or suggestions they wish FS to take to the Trust via the Council of Governors.</p> <p>FS added that members of the public are welcome to join the Council and a newsletter will be left in the surgery waiting area for information.</p> <p>3 members of the PPG commented on their experience at BDGH which they found was ‘a first class service’; ‘continued improvements seen from staff and the appointment system’ and generally ‘positive feedback on using the services at the hospital’.</p> <p>CS thanked Frank for his attendance and contribution to the meeting.</p> <p>2. Teresa Gibson, Voluntary Action Barnsley (VAB) lead for Social Prescribing – VAB, in conjunction with Barnsley’s Clinical Commissioning Group, are piloting a social prescribing service to support three GP surgeries in the Barnsley area. These surgeries include Walderslade, Royston and Woodlands Drive Medical Centre.</p>

The service offers help to patients with long term health conditions to access further support. With the consent of the patient, GP's can refer individuals who they feel might benefit from the services offered. Service providers can meet in a persons home to discuss possible underlying issues which they feel are affecting their health i.e. feeling lonely, isolated, problems with debt or anything which is preventing them from getting better quicker. The benefits in resolving these underlying issues can result in fewer visits to the GP and potentially empowering the patient to improve their self-esteem and self-worth.

An open seminar about the service is to take place at The Core, Barnsley on Thursday 22 September at 10.30am should anyone be interested in attending.

A member of the PPG asked about the cost to individuals and future proposals to promote and publicise the service. Teresa replied that the social prescribing services provided by VAB are free; however, costs to cover any transport or joining fees for clubs etc. which the patient might choose to attend are not covered. Any likely costs are always explained to the patient when discussing their individual needs. Teresa confirmed that as the service is currently a pilot scheme it is not being widely promoted. The service will be developed further and publicised more extensively subject to funding being available at the end of the pilot period in March 2016,

A member of the PPG commented on the Rotherham Social Prescribing service she was aware of which has received very positive feedback from service users.

3. **Matters Arising from previous meeting held 11 June 2015:**

1. Item 2.2 DNA (Did Not Attend) appointment statistics and feedback from patients – On average 200 appointments are missed by patients each month. PG will continue to contact those who have not attended to ask why. PG circulated a summary of the number of appointments and details of the time lost.

A member of the group asked if persistent DNA patients could be removed from the practice list. JH replied that this policy was implemented some years ago. However, patients would re-register with another surgery only return to Walderslade sometime later which was ineffective and took valuable staff resources to then re-register a patient. At this time the practice will continue to highlight the number of DNA's; encourage patient to consent to the MJog messaging service (which can remind patients 24 hours prior to their appointment) and will promote the automated telephone service which allows callers to cancel a booked appointment at any time during the night or day without having to speak to a receptionist.

The practice recently received an email from a patient in relation to the 'wasted and lost time' statistics publicised in the surgery newsletter. A comment was made about 'wasted time' spent by patients waiting to see a clinician when surgeries run behind schedule. JH commented that it appeared that the reference to wasted/lost time had been misinterpreted; the purpose of reporting the time lost was to highlight the fact that appointments are precious and a missed appointment could have been offered to another patient who needed it. Following the email comment the statistics in the newsletter will be re-worded in future.

CS asked if an announcement could be made to the patients in the waiting rooms should a surgery run behind schedule. PG replied that this is usually done when

appointment times are running 20 minutes behind schedule.

2. Item 2.4 Update re parking on High Croft – KD reported that he and PL had contacted the Borough Councilors to seek advice about the parking issues and the possibility of funding a Traffic Regulation Order (TRO), if appropriate.

KD advised that Councillor Mike Stowe was well informed and very interested in the issues. PG was given as a contact at the surgery who was subsequently invited to attend a meeting of the Hoyland Milton and Rockingham Ward Alliance. At the meeting it was suggested that funding from the Ward Alliance Fund 2015-16 might be available to fund a TRO as a community project, if the project was considered to be a benefit to the wider local community (other funding criteria also applies). However as Walderslade surgery is a business is not eligible to apply for funding, therefore, any application for funding should be made by the PPG. KD and PG are to meet to discuss a proposal to be assisted by a representative of the Ward Alliance. **KD, PL, PG to action.**

KD added that Councillor Mike Stowe had indicated that a number of proposals, including additional parking were planned in the Hoyland area.

KD, PL and PG are to report back with details at the next PPG meeting.

3. Item 7.1 Pre bookable appointments via Patient Partner automated answer service – the practice is still experiencing teething problems with the system but these are becoming fewer. Two options have now been added to the answer message with the opportunity to speak directly with a receptionist or to proceed through to the automated system.

CS asked if words of acknowledgement or reassurance could be added to the message to inform the caller that they were in a queue. JH replied that this would be considered. Also JH confirmed that the practice intends to buy additional telephone lines in order for the automated system to deal with more calls.

CC commented that when calling the surgery on a Sunday the line just rang out and the automated system did not launch. JH replied that there had been one weekend when there had been a BT fault and the whole system was down and we assume it was that weekend. JH added that feedback is welcomed as the practice is not always aware of the problems callers encounter. Any problems can then be resolved with Patient Partner.

4. Item 9.2 Surgery newsletter is to include reference to the parking issues on High Croft – Action complete; this was publicised in the July edition of the newsletter.

4. **NHS I HEART Barnsley Patient and Public engagement Feedback Report (JH):**

1. JH provided a copy of the feedback report produced by NHS Barnsley Clinical commissioning Group (CCG) following the survey and drop in sessions held during May and June, 2015, which asked what mattered most to people on when, where and how they were able to see or speak to a family GP or nurse.

In addition to a range of questions about proposed services, people were also asked to nominate their preference for two surgery hub locations which would offer bookable routine appointments outside of normal practice hours (evenings and weekends) as well as different ways to access these appointments. JH confirmed that the CCG had chosen Woodlands Drive Medical Centre, Barnsley and

Chapelfield Medical Centre, Wombwell. The new hub services will commence on 28 September and will be open to anyone who is registered with a GP in Barnsley. Appointments will still need to be booked.

JH reminded the group that this is a pilot scheme for 12 months only.

CS asked the times when the new hub surgeries would be open. JH replied that although the report was not specific, it was understood that the hubs would operate between 6 – 10pm weekdays and 9 – 1pm at weekends. This has yet to be confirmed. Further information will be publicised in the Walderslade newsletter when available from the CCG.

A member of the group asked about the hubs being oversubscribed. JH advised that this is unknown at this time. The new service is a pilot scheme and will be closely monitored. MD added that she has been involved in this via the CCG and the reasons why the new services are potentially under and over utilised will also be considered and monitored.

The opening of the new hubs and the services they will offer prompted the group to discuss the sharing of patient medical information. This subject was proposed under agenda item 8 - MIG Sharing Agreement (JH) however, it will be reported in these minutes as discussed in the meeting; under this item (4).

JH confirmed the following:

The MIG (Medical Interoperability Gateway) enables the practice to share relevant patient medical information, on a view only basis, with clinicians in other healthcare organisations in the Barnsley CCG area who are involved in our patients' care.

Sharing information in this way is designed to ensure that healthcare professionals looking after a patient have the most relevant information to enable them to provide the most appropriate care. The type of information shared is restricted and includes patient demographics, a summary of current problems, current medication, allergies, recent tests, diagnosis, procedures, investigations, risks and warnings – all this information is currently held in the practice system records.

Barnsley CCG area organisations who have a MIG sharing agreement with Walderslade Surgery include Barnsley Hospital NHS Foundation Trust, South and West Yorkshire Partnership NHS Foundation Trust (SWYPFT), Yorkshire Ambulance Service, Barnsley Metropolitan Borough Council, Out of Hours Service provider (currently Care UK), Barnsley Hospice, Community Pharmacies* and the Barnsley GP Federation (I Heart Barnsley) – extended hours hubs provider.

*To view only the Patient Summary, including current problems, current medication, allergies and recent tests.

The MIG is a secure gateway. Secure data exchanged via the MIG can keep both GP's and clinicians up to date, making care decisions as informed as possible.

Whenever a clinician from the above healthcare organisation wishes to view a patient's record they will always seek that patient's permission before doing so; if the patient says 'no' then they will not be able to see any information. Only when a patient gives explicit consent to a clinician at the point of care can they view a patient's record.

	<p>A member of the group asked how patient information is kept secure and confidential. Another member expressed concern at patient information being forwarded or sold to a third party organisation or company.</p> <p>JH advised that the NHS has the strongest security measures available and there is protection in place to prevent any information being accessed without permission. All organisations involved must sign the MIG Agreement to confirm that they will adhere to the strict controls in place around the computer system itself and around any staff who are allowed to access the system. Everyone working for the NHS has a legal and contractual duty to keep information about patients secure and confidential.</p> <p>JH added that the practice propose to advertise the MIG Sharing agreement in patient registration packs, posters displayed in the surgery , via the newsletter and website. JH to action.</p>
5.	<p>Friends and Family Test – Feedback (JH):</p> <ol style="list-style-type: none"> 1. This ongoing NHS (England) initiative is for patients to comment on whether, in their experience, how likely they are to recommend Walderslade practice to friends and family if they needed similar care or treatment. <p>JH advised that the practice is actively seeking completed questionnaires. Responses received over the past three months have increased particularly through the MJog text and email facility. Both negative and positive examples of patient comments received during August were dictated to the group. All of the issues raised in the comments are acknowledged and the practice is working on many of these as part of the practice Action Plan.</p>
6.	<p>Review of Action Plan (JH):</p> <ol style="list-style-type: none"> 1. The following action plan points were reviewed- <ul style="list-style-type: none"> Improve Telephone Access – The practice is continuing to monitor the new automated service (refer to item 3 above). One receptionist has recently left the practice but two new receptionists have been recruited. They started in post on the 14 September. This will increase the capacity of the reception team to deal with telephone enquiries. <p>The practice is continuing to promote online patient access.</p> <ul style="list-style-type: none"> Improve access to Clinicians –Two new doctors have been recruited to improve patient access to GP’s. Doctor Olasimbo started in post on the 3 August and Doctor Ness started in post on 8 September. Dr Lockwood left the practice on 3 September. <p>The practice is looking at the surgery appointment booking system as a whole and is currently trialing a project to open up more appointments for booking in advance. Led by Dr Lane, the effectiveness of this will be monitored. The practice is also encouraging alternative services i.e. VAB Social Prescribing services as well as utilising the opportunities to signpost patients to appropriate services via Pat Gregory, Patient Liaison / Communications manager.</p> <ul style="list-style-type: none"> Reduce Number of DNA Appointments – Also refer to item 3.1 above. The practice will continue a policy of contacting patients for feedback as to why they failed to attend their appointment as well as to encourage patients to consent to the MJog messaging service, to use the automated service to cancel an

	appointment and to sign up to enable online access.
7.	<p>Walderslade Surgery Newsletter (JH):</p> <p>1. JH reminded PPG members to contact either Karen Gallagher or Pat Gregory should they have an item for inclusion in the newsletter. Items for consideration should be forwarded by the third week of the month prior to issue.</p> <p>A member of the group commented that feedback received about the newsletter was very positive and it was a worthwhile exercise. Another member commented that the display stand in the ground floor waiting area was a good idea. JH stated that another stand was being considered for the first floor waiting room.</p>
8.	<p>MIG Sharing Agreement (JH):</p> <p>1. This item was covered under item 4.</p>
9.	<p>Organ Donation (CS):</p> <p>1. CS raised the question of whether the practice and PPG are doing enough to promote organ donation.</p> <p>CS provided the following statistics-</p> <ul style="list-style-type: none"> • 20 million people are on the donor register. • 75 people in Barnsley have died in the last 5 years waiting for a transplant. • Currently 228 people are waiting for a transplant. • In some areas 'Time to Talk' leaflets about organ donation are delivered free by the Post Office. • Wales is the first country in the @United Kingdom to introduce the 'soft opt-out' system (deemed consent to be a donor unless a person specifically opts out). • 40% of families refuse consent even when loved ones are on the Donor Register. • Nationally, as at March 2015, 6943 people are waiting for a transplant. 4,500 lives were saved by having a transplant in 2014. • People can register as a donor at www.organdonation.nhs.uk or call 0300 123 23 23. Alternatively www.thewi.org.uk/campaigns <p>It was agreed that the October newsletter could include information about organ donation.</p> <p>JH advised that following recent changes, the practice is no longer required to send the GMS1 Registration forms off to the Local Area Team as the information is now sent electronically. The organ donation section of the form is to be removed; therefore, the request to register as a donor no longer applies. Patients must seek an alternative method of registering.</p>
10.	<p>Weekend Access (CS):</p> <p>1. Proposed NHS CCG surgery hub services opening times - this was covered under item 4.</p>
11.	<p>Bench Seating for Patients (CS):</p> <p>1. CS asked if the practice would consider the donation of a new bench seat located outside of the surgery entrance lobby. After some discussion it was agreed that the practice would not want to encourage patients to use it due to the lack of sufficient space, safety issues around the footpath and for reasons of confidentiality for patients and clinicians using in the ground floor consulting rooms.</p> <p>JH thanked CS for her kind suggestion.</p>

12.	<p>AOB:</p> <ol style="list-style-type: none"> 1. CS asked if the practice could show the consulting room numbers and floor level for clinicians when displayed on the self-check in. JH advised that this was not possible to display the floor level but a list currently located adjacent the self-check-in machine (also displayed in other locations in the surgery) would be updated to reflect the new GP's and their rooms. 2. CS advised that Helen Williams, Barnsley Chronicle reporter, had asked to attend a group meeting to offer her assistance in highlighting practice business. JH commented that the practice does not encourage media coverage. Any media reporting would have to be made on behalf of the PPG. Items reported on would need to be agreed between the PPG members in consultation and agreement with the practice partners and manager. 3. Patient Council - MD asked PPG members to contact her should they have any issues they would like to raise with the Patient Council. MD will continue to report back to the Walderslade PPG with any relevant information.
13.	<p>Future meeting dates:</p> <ol style="list-style-type: none"> 1. Thursday 8 December, 2015. 2.00pm at the surgery. Volunteer to chair required. Apologies received from Jane Love. <p>2016 meeting dates (times yet to be agreed):</p> <ul style="list-style-type: none"> • Thursday 10 March, 2016 • Thursday 23 June, 2016 • Thursday 8 September, 2016 • Thursday 8 December, 2016