

Shepley Health Centre

Patient Reference Group Meeting

Monday 16th October 2023 - 6pm

Present: Dr Paul Culliney (GP Partner), Deborah Melia (Practice Manager), Jayne Gudgeon (Chair), CN, AC, AT, CH, AH, KO, RB, CS, SH, JH, YH

Apologies: GH

Minutes

1. **Welcome and Introductions**

PC and JG welcome everyone to the meeting and thanked those attending for the first time. This was followed by introductions by all at the meeting.

2. **Housekeeping**

JG highlighted important safety information and distributed confidentiality agreements to those present who had not yet completed them.

3. **Apologies and minutes of the last meeting**

GH gave apologies. The meeting minutes were discussed. Questions were asked about the Mast PCN and what it does. DM gave a description of The Mast PCN; the MAST Primary Care Network is a group of local surgeries that work together to provide patient care in the local area. For example, you may be able to have blood test, physiotherapy appointment or extended hours GP/Advanced Practitioner appointment in one of 5 Surgery's in our 'PCN'. In sharing services we hope to offer patients joined up care and greater choice of appointments. Our 'PCN' is called the MAST due to Emley Moor Mast being a central feature in our landscape.

4. **Practice update**

JG introduced Deborah Melia, Shepley's new Practice Manager. Deborah explained her role and those of other new staff who had joined the practice recently. For example, Simon Marritt has joined us as an Advanced Nurse Practitioner. Simon will work for the MAST PCN; he will see patients at Shepley and other local surgeries. We also have four Clinical Pharmacists who can deal with medication changes, side effects, hospital discharge papers and some annual reviews.

PC stated that these additional roles were created as GPs are now doing more complex things due to the pressure on hospitals. GP's are now performing minor surgery, identification and treatment of skin lesions and other issues that may have been dealt with in hospital in the past.

DM outlined the new call back feature of the telephone system. If you are in the telephone queue, you will be invited to press one to receive a call back when you are at the front of the queue.

DM also gave an overview of the recent telephone data; how many calls, average time patients were waiting and length of call. Our data is improving all the time and has improved, the average wait time has now halved from eight minutes in March this year to just under four minutes in August.

CH and AC suggested that all of these new services and information could be explained in the Shepley and Shelley magazines. Many patients do not visit the Surgery very often and so may not see the Surgery newsletter. DM agreed to action this suggestion.

Update: DM has spoken to the PCN Manager who will put something together for Shepley and Shelley Magazines regarding services and new information.

CH enquired about the system for requesting prescriptions over the phone and under what circumstances patients could request medication over the phone. PC confirmed that prescription requests are no longer taken over the telephone. This is a national directive that all surgeries must follow. There are exceptions to these circumstances; a) if a patient is elderly and not connected to the internet or cannot get to surgery or b) if the patient is requesting a one off 'acute medication' that they have had before but is not a regular repeat medication eg. therapeutic cream, steroid preparations etc.

DM asked if anyone at the meeting had used the Patch's system and went on to explain how the new system works as an e-consult and messaging facility. AT said she had used the Patch's system and found it easy to use. Any other feedback from patients would be welcomed as this system is very new and improvements can be suggested.

5. James - Health and Wellbeing coach

JG introduced James, who is a Health and Wellbeing coach. James is a care provider for the MAST PCN and can be accessed via GP assessment. James talked through the various conditions that he can help with. He stressed that he does not diagnose or prescribe. He and his colleague Rebecca's remit is that once a diagnosis has been given, they can help patients gain the ability to build, strengthen, condition and maintain a healthy life. He also runs initiatives that target eating well, at present he has been working with patients with a diabetic diagnosis. He provides roughly 12 weeks of support via telephone and home visits.

James can also work with patients experiencing low mood but is not able to help with more complex mental health or dementia. James can also work with patients

going through the menopause and children and young people. CS asked how his service would reach young people, so they know that help is out there. DM agreed to take that back and provide feedback.

Update: DM has spoken to the Health and Wellbeing service who are putting together a plan to reach young people. They also thanked the PRG for this suggestion.

6. Care Navigation and Social prescriber

DM also outline the Care Navigation training that all reception and admin staff had undergone. As stated earlier, GP's are now being asked to perform more complex clinical functions. Staff have been trained to support, signpost and book patients to services such as Physiotherapy, Pharmacy, Talking Therapies.

Social Prescribers are provided by Kirklees council, they can support socially isolated patients, mild mental health issues or patients in need of extra social support such as applications for social care funding and building confidence in the community.

7. Locala

DM informed the meeting that in recent times it had been a challenge to gain access and engage with Locala Community Partnerships. Locala have recently struggled with recruitment of specific specialist clinicians. CS advised that LCP is a social enterprise i.e they create employment and reinvest their profits back into their business or the local community. The NHS work with Locala to provide health and social care such as District Nursing, Health Visiting, Diabetic Care etc. Shepley Health Centre has recently met with Locala to address these difficulties and hopes to improve services provided by them.

8. Appointment data

Part of the new GP contract stipulates that if an appointment is not urgent, patients should be offered an appointment slot within 2 weeks, or patients should be referred to NHS 111 or a local pharmacy. DM stated that 90% of Shepley patients were able to access an appointment within 2 weeks. Shepley HC is currently the top practice in the MAST PCN in this initiative. JH enquired how this was measured? DM stated that the PCN Manager oversees the collecting of this data and using analysis tools.

9. Flu and COVID

PC apologised to those at the meeting that attended the Flu clinic on 30th September and who had experienced difficulties and a long wait. This was due to several factors. More patients turned up for a vaccination than had been booked. It is believed some patients believed it was a drop in centre, which was not the case. We also experienced difficulties in the administration of the COVID vaccination which meant clinicians were not available to deliver flu vaccinations.

10. Ideas for next Surgery newsletter

DM said that the Surgery Newsletter will be published four times per year. Any ideas or submission gratefully received.

11. AOB

Kirklees Healthwatch feedback - Kirklees Healthwatch created a set of 'I' statements. The statements were put together from information provided by patients about local services. There were many many statements. Shepley Health Centre have decided to concentrate on:

'I would like to know what services I can access for my mental health'?

'I would like mental health support within our community'.

'I would like dignity and choice at the end of my life'.

RB raised concern about the abuse of Shepley staff have recently experienced. He highlighted the difficulties staff have faced should not be tolerated and what was the Surgery's policy on this. DM confirmed that abuse of any kind would not be tolerated in line with the NHS zero tolerance policy. The abuse of staff is taken very seriously. To this end they have reviewed the surgery policy. JG agreed to forward a copy of this policy to all PPG members. JG

12. Next Meeting

Monday 22nd January 2024 6pm at the Surgery. JG also advised that there will be a subsequent meeting on Monday 20th May 2024 and would advise on further meetings through next year. JG