

## Thaxted Surgery Patient Participation Group

### Minutes – 13 July 2017

**Present:** Carol Skelton, Harry Ellis, Jane Lucas, Joan Grey, Margaret Legg, Chris Rengert, Jo Curtis, Keith Isgar, Jon Spencer, Dianne Claxton, Sarah Edwards (Clinical Admin Manager), Jacqui Wells (West Essex CCG IT project lead), Kay Odysseos (West Essex CCG Comms), Sara Carruthers (Practice Manager)

**Apologies:** Sheila Roberts; Phil Jeffery; Pat Bricheno; Joan Greenfield; Sheilah Rengert; Jill Russell; Maxine Banks; Pam Gale; Michael Delahooke; Jenny Sussman; Dr Peter Bareham; Diane Drury; Lowie Massey

#### **MyCare Record**

MyCare Record is a means of sharing patient medical records between health care providers for the purpose of direct patient care. For example, an A&E consultant can access GP record of a patient, with that patient's consent, in A&E.

My Care Record has been live in PAH hospital Harlow for around 6 months, but Thaxted Surgery has not participated because patients rarely use Harlow. However, Addenbrookes are now planning to implement a pilot of My Care Record in 3 to 6 months, which will be directly relevant to Thaxted patient.

The PPG discussed whether the balance between risk (of data misuse or leaks), and benefit (for patient care) has changed such that it is now appropriate for Thaxted Surgery to enlist in My Care Record. Jacqui and Kay explained the key points and answered questions.

- My Care Record is an NHS programme local to West Essex and Hertfordshire. It covers patients registered in West Essex/Hertfordshire GP practices, and gives access to the GP record at local hospitals ( PAH, Whips Cross, and soon to include Addenbrookes). It will not allow GP records to be viewed in, for example, a hospital in Manchester.
- A patient must be asked for consent before a hospital clinician can access their record (except that doctors, in consultation with relatives, can make a decision in the best interests of the patient if the patient is unconscious.)
- Individual patients can opt out, even if their surgery joins. In this case, their records will not be available at the hospital under any circumstances.
- Addenbrookes are viewing My Care Record as a pilot, which they will conduct with their West Essex patients. Based on the pilot's success, they intend to roll it out across Cambridge and Peterborough GP practices.

PPG members asked about safeguards against inappropriate data access and data leakage or misuse. The CCG representatives said that there had been no incidents or teething problems related to this at PAH. All access creates an audit trail, and the CCG is developing monitoring processes to pick up any inappropriate access.

The PPG took the decision that Thaxted should now participate in the programme.

The surgery and West Essex CCG will therefore start a communication programme to inform patients and to give them the opportunity to opt out if they do not wish to participate. This will include surgery newsletters and texts, posters, and local paper coverage.

Patients who have previously opted out of summary care records and other data sharing initiatives will be assumed to have opted out of MyCare record unless they explicitly opt in.

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#### **Physiotherapy Self-referral**

Physiotherapy is now available by self-referral. However, patients have reported some issues – referral is via a website which is complex, and the telephone support line is often unanswered. *“I found my experience quite distressing. I gave up even trying as it became just too difficult. I accept that excessive pain at that time may have coloured my decision but it was sheer frustration at time spent and not getting anywhere.”* (by e-mail SR)

PPG members confirmed this from personal experience, but did add that the telephone operative had been extremely helpful once they got through.

We agreed that the surgery would keep a supply of paper forms that patients could complete and then mail or take to Saffron Walden Community Hospital.

#### **Upcoming Pilots – Physiotherapist in General Practice & Visiting Paramedic**

Sara explained that the North Uttlesford Practices have just been awarded some money for two 1-year pilots:

- **Physiotherapist in GP practices.**

A physio will spend one day per week in Thaxted, providing 30 minute assessments, booked directly by Thaxted GPs. The aim is that, by rapid assessment and GP/physio teamwork, patients will be more rapidly directed towards the right combination of pain relief, exercises, scans, physio treatment or consultant referrals, and will consequently require fewer GP appointments.

- **Visiting Paramedic**

The local surgeries will have shared access to a paramedic employed locally (ie. in addition to paramedics working within the ambulance service). The paramedic will be asked by the surgeries to undertake some of the visit requests that come into the surgery daily. The aim is to see patients sooner where appropriate (GP visits are restricted to lunchtime), to use a broader skill set, and to save GP time spent on visits.

The PPG were supportive of both ideas, but did express some concern that we should be selective about where we use the paramedic and that GP visits should still be available where appropriate.

#### **Extension Update**

Plans for premises extension continue to progress. Various surveys are underway, and the design is now being prepared to a greater level of detail ready for planning submission. The surgery anticipate being ready to engage members of the PPG, and other patients, on the design in the second half of August. We would very much appreciate PPG input at this stage, and Sara will send out invitations.

#### **Fund Raising Update**

The summer raffle raised £996.50. Book sales since March raised an additional £132.50. We have also had a donation of £200 from the Bridge Foot Trust, and £500 from Bardfield Charities. This is enough to go ahead and buy the electric couch, including extra width, leg supports, phlebotomy arms, couch roll holder, and physiotherapy face hole with cover. Thank you to the fund raising group and other PPG members who all helped on this.

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Harry noted we could have sold more tickets if more people had come into the surgery to sell them. Harry also noted that we needed more people to attend the draw next time. Next time (Christmas), the schedule will be divided into smaller time slots and sent out earlier.

JG (by email) *“thank you to all the Surgery staff for looking after me so well when I did my four ‘duty’ times on the Raffle desk, making sure that I had a cup of tea and enough water to drink. The choc ice provided by Dr Ralph and Dr Wraith on one of the very hot days was also gratefully received! “*

The fund raising group propose to provide tea and cakes at the Fluathon, on 14<sup>th</sup> October. Jo has very kindly offered to provide a marquee. Tea and cakes will be in the surgery, with Cancer Research raffle and a PPG bottle tombola and second hand books in the marquee. If this works well, we will consider craft stall next year.

#### **New GPs**

Two GPs have joined the surgery in the last few months, replacing Drs Howlett and Milne. We now have a full team in place again.

The surgery feels lucky to have attracted two experienced GPs to join the team at a time when many surgeries are struggling to recruit, and the PPG appreciated this. However, they did also note that Dr Wraith is the only male doctor, and that there is only 1 full time doctor. This reflects the applicants.

The surgery recognises that a lot of part-time GPs is a challenge for patient continuity, and that patients wanting to see a male doctor do not have a choice. We work hard on team work to mitigate this.

#### **West Essex Initiatives**

Kay noted three West Essex initiatives that PPG members might like to get involved with.

- Public consultation event at Foakes Hall, Dunmow, 18 July, 12 to 4.30pm
- Consultation on over the counter medications (should patients be asked to buy these preparations rather than having them on prescription)  
<https://surveys.essexinsight.org.uk/Overthecounter#>
- Reducing or stopping the availability of NHS- funded IVF (in vitro fertilisation) and specialist fertility services. If you want to give your opinion on this, [https://www.warpsurveys.com/IVF?\\_oid=627c36e8122f95db1dc33946795b0c6c](https://www.warpsurveys.com/IVF?_oid=627c36e8122f95db1dc33946795b0c6c)

The CCG is also promoting Health Help Now app. <http://westessex.healthhelpnow.nhs.uk>. PPG members are encouraged to try it and give feedback.

#### **Feedback, Issues and Views**

The PPG reviewed a summary of 2016 complaints. The PPG felt the surgery was acknowledging errors and learning from mistakes in an open and constructive manner.

The PPG also reviewed “Friends and Family” feedback from the first half of 2017. The general tone is extremely appreciative, supportive and constructive.

*Waiting time*

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However, one key theme comes across: waiting time when clinicians are running late. The PPG felt it is key that the surgery finds a way reliably to inform patients of likely length of waiting. Sara and Jacqui will follow this up to see if we can implement electronic notification of likely waiting times. The surgery is also experimenting with spacing out some sessions with longer breaks to allow GPs to catch up.

#### *Ambient music*

Music in the waiting room was also mentioned in friends and family feedback (3 comments). The PPG felt that ambient music is loved and hated in equal measure, and that, now the surgery has wifi available (being piloted rather than advertised), patients who want to could listen to their own choice of music on their phone with headphones.

#### *Appointment availability*

Other friends and family feedback included 3 comments on appointment availability, including a request for more Saturdays and more appointments suitable for commuters. The PPG felt that this was in place at Saffron Walden. The surgery will feed this back to the individuals who made these comments and understand whether or not they feel this addresses their needs.

#### *Registration and booking first appointment*

PPG members raised an issue around registrations. Patients dropping off registration paperwork were sent away and asked to call or return to make an appointment, rather than being allowed to make an appointment straight away. Sara and Sarah explained that processing registrations paperwork takes a little while, however, patients can be booked into an appointment as an unregistered patient, and the booking replaced with the patient reference once the registration is complete. Sarah and Sara will discuss this with the staff and make sure they understand how to do it.

#### *Answering service*

Dianne noted that the answering service is difficult to understand as it's patchy and scratchy. Sara agreed to rerecord it.

#### *Praise for staff going the extra mile*

One PPG member also noted how a member of staff had gone the extra mile to sort out his medication on a Saturday morning, including taking the script to the pharmacy and then delivering the medication. Another PPG member noted (by email) "The Reception staff deal incredibly well with the wide variety of patients and their conditions that go through the surgery door each day. They are friendly and helpful, and take time to ensure that patients understand what is being said."

PPG members also discussed that some reception staff are sometimes a little abrupt under pressure. Sara will feedback the praise and keep working with staff to help them understand when they might be perceived as abrupt.

#### **Dates for next meetings**

The next **full PPG meeting** will be **Thursday 16 Nov 2017 – 10am**.

The **fund raising sub-group** will meet **October 3** in advance of the fluathon.