



**NOTES FROM HEALTH CARE FIRST PPG MEETING
THURSDAY 02 MAY 2019
Held at High Street Surgery, Ferrybridge**

Present:

Dr Phil Earnshaw (PE)	Senior Partner of HCF
Sue Allaway (SA)	PA/Office Coordinator
Elaine Jones (EJ)	Staff Liaison Manager
John McCarten (JM)	Patient Representative
Mick Booth (MB)	Patient Representative
Terry Waite (TW)	Patient Representative
Andy Wright (AW)	Patient Representative
David Atkinson (DA)	Patient Representative
Hilary Speak (HS)	Patient Representative

Apologies:

Margaret Wylie	Patient Representative
Robin Leese	Patient Representative
Carol Glover	Patient Representative
Christina Sherbourne	Patient Representative
David Clarke	Patient Representative
Mr Tim Johns	Practice Business Manager

1 SA welcomed everyone to the meeting.

Everyone introduced themselves

Dr PE gave an insight into how we came together and merged practices together. Explained that it had been a challenge over the past 2 years, but just trying to achieve what the government wants.

2 Contact Centre

PE discussed the contact centre and how it works.

Explained that upstairs in High Street Surgery, we have a 16 place contact centre, where half is split for call handlers and the other half is for clinicians and highly qualified nurse practitioners. PE went on to explain that on a Monday morning, there would be at least 2 Doctors, 2 or more nurse practitioners and up to 2 triage nurses and they are nurses that we have got from places like the 111 service who are used to dealing with patient in a call centre environment. This acts as our clinical team.

The Patient Participation Group viewed the contact centre from the administration room. PE showed where the call handlers sit and where the clinical team sit. Explained that because they are all in one room, this works really well as a team, call handlers can speak to a clinician or nurse practitioner for advice. PE went on to explain about the screen which



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shows the call statistics. The average wait time on the day of the PPG meeting were approximately 4½ minutes, which is longer than we would have liked. Patients can also press the call back option. Dr PE explained that the contact centre is open Monday to Friday 8am – 6.30pm.

TW asked if patients can be seen at any of our sites.

This is correct. All patients can be seen at any of our sites.

PE assured that our clinical triage team is the best in the district because we have the biggest, best supported team of any practice by far. Explained that if you have a problem, we just need to get the message out to patients, that they need to trust the system and that the doctors/nurses will get back to them.

Another development that we have is a service called GP care Wakefield that provides services out of Pontefract Hospital and Trinity Medical Practice, Wakefield and they start taking calls from 4pm. So if we were really busy, then we could ask them to take some calls and then they provide appointments from 6.30pm – 10pm and on a weekend they provide appointments from 9am to 3pm and also on Bank Holidays. This is not the Out of Hours service, this is an extra service that all the GP's have put funding together to provide extra appointments and they could either be routine or urgent.

AW asked, "what you hope to gain, is to free up calls and utilise doctors time to the maximum for the more serious".

PE answered, that's correct, so literally they could ask the patient to attend surgery now, and to have appointments at all sites all day.

The other thing that we have learnt is that probably we need a contact centre supervisor, so it will be someone that answers the phones, but in charge of making sure that everything is working and that the staff are trained.

AW asked if calls are recorded.

PE replied; all calls are recorded.

NHS App will be launched shortly so everyone will be able to have this on their phones if they want.

3. Extended Hours

PE explained that we do extended hours, but only at Ferrybridge at the moment, but from July we are going to do it across the whole of the practice. Currently we offer just under 6 hours a week of GP and nurse time and that is based at Ferrybridge on a Saturday morning. We don't do any in Normanton, Castleford or Methley. What we don't want to be doing is opening all our surgeries, so we would like advice about where we should base the extended hours and what times are most suitable.



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PE explained that the rules of extended hours are that they have to be done outside of core hours which is 8am until 6.30pm, Monday to Friday, so they have to be outside of those hours.

The hours have to be either early morning, after 6.30pm, Saturday morning or on Sunday. PE asked the patient group what they thought the best time would be.

AW thought the best time would be Saturday morning. People who are working through the week, helps to free up appointments through the week. People who are working, don't have to take time out of work.

AW explained that it might help patients who don't work set hours anymore.

PE explained that at Ferrybridge, they used to have late night appointments, but patients complained that they had been asked to come out on a cold winters evening, so changed it for Saturday mornings.

PE again reiterated that patients can be seen at any of our sites.

PE explained that with the merger, patients records can be accessed at any of our sites.

AW asked what Pinfold's first appointment is.

EJ/SA explained that some clinics do start at 8am.

AW explained that Pinfold do not open the doors until 8am, because if the patient has an appointment at 8am, then it would be 8.05 when the patient gets into surgery, so have already lost 5 mins.

JM asked the question "Would Saturday mornings would be at Ferrybridge or Castleford".

PE advised, will definitely be at Ferrybridge and in Normanton at King's Medical Centre.

4. Carers Events

EJ discussed the forthcoming Carers Events. EJ handed the group a Carers Events Pack with an invitation.

We want to get back into the heart of the community and we realise that there are a lot of people out there who are carers and we just want to support them.



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The dates for the “Care for a Cuppa” are:

Tuesday 21st May 2019 at Pinfold Surgery starting at 14.00

Thursday 23rd May 2019 at Elizabeth Court Surgery starting at 14.00

Explained that we have Queens Mill at Castleford; Age UK, Safer Places Scheme; Carers UK; Care Link etc., will be attending.

EJ also explained that within the pack, there is some information from our Friends and Family Survey. Some patients are saying they dislike the service at the moment, but what this does is just gives some background information as to why we have made these changes and hopefully the PPG members could help get the message out there. It maybe that sometimes they are waiting a little on the telephone and wait times are a little bit higher than we would like at the moment, but we have a plan in place to merge our Queen Street/Park View call centre with Health Care First call centre and what this will do is pool more people in the call centre and this will give a more efficient service in a more timely manner.

Following the “Care for a Cuppa” we are hoping to work with veterans. Queens Mill have said they can hold a function for us to get to know what the veterans would like to get from us as a practice. There are different schemes such as Veterans First etc and we would like to see how we can help and provide a better service for everybody. One of our GP’s and Advanced Nurse Practitioner have taken on extra training to be able to know what is out there for veterans.

5. **New Service for Park View and Queen Street**

Letter handed to the group informing them that this is the letter we are wanting to send to our patients at Park View and Queen Street to let them know how we are going to incorporate them fully into Health Care First. PE explained just wanting a little advice to see if the language is right and if you understand what we are trying to say.

Action: SA to email the letter to all the PPG members and for them to feedback.

6. **Date and Time of next meeting**

22 August 2019 at Pinfold Surgery at 5pm



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