

**Ashville Medical Practice Patient Reference Group Meeting Minutes**  
**23<sup>rd</sup> January 2020**

**Location:** Ashville Medical Practice Conference Room

**Attendees:** Melanie Jones – Practice Manager  
Janine Jowett – Administrative Assistant

Patient Reference Group Members – 10 Attendees

Mel welcomed members to the meeting with good wishes for 2020, and introduced Janine, a new Administrative Assistant who took up her post on November 4<sup>th</sup>. Janine outlined her previous experience and was pleased to be able to put faces to names.

**1. Actions Update.**

No actions had been required following the previous meeting.

**2. New Members Introduction.**

There were no new members present, but there had been one virtual addition to the group. Mel reported that the PRG now had 43 members, some of whom were virtual members, and who receive the minutes and information, and respond to items as appropriate.

**3. Practice News.**

- Mel reported an increase in patient numbers which currently stand at 12123
- Flu vaccinations are available until the end of March. Mel recommended that anyone who had not already had a vaccination should seriously consider having one, as the illness many of the patients had suffered was extremely bad this year. Those with chronic conditions are particularly at risk. Ashville has the third highest vaccination rate in Barnsley with 79% of over 65s having been treated – the aim is 75%. (The other two practices above Ashville are very small by comparison, hence their higher percentage.)
- Dr. Reeder (GP Registrar) will be leaving the practice on 4<sup>th</sup> February.
- Dr. Woodward – now a qualified GP – will be leaving Ashville on 21<sup>st</sup> February.
- Dr. Anderson (GP Returner) who has been at the practice for 12 months will leave on 28<sup>th</sup> February.
- Dr. Emma Syers will start work at Ashville on 5<sup>th</sup> February for 12 months, and her trainer is to be Dr. Ainsworth.
- In response to a question from a member. Mel explained that whilst there appeared to be a reduction in resources it was a manageable situation, and she further outlined the three year training rotation system, which gives the necessary varied experience before qualification as a General Practitioner.
- Mel explained a new scheme which was coming into operation at Ashville, with Dr Mills as the lead GP. This entails medical students observing at the practice for a period of seven weeks as part of their training. Kelly will be the first participant and will begin her period of observation on 26<sup>th</sup> February. Patients will be asked by the GP if they have any objections to this, and their wishes will be carried out.
- Mel told the members that things had been very difficult since Christmas, because of the severe infections, which had affected staff as well as patients.

**4. Doctor Link.**

Contractually by the end of April 2020, all practices have to provide an on line consultation service. In Barnsley the CCG has funded a recommended service called “**Doctor Link**”. Mel has put this on Ashville website as a “mini trial”; so far it has been used by six patients, of which three have resulted in appointments being necessary.

The system requires patients to “log in” thereby linking to the practice website; inputting symptoms, which can lead to further questions then creates various options being advised.

If the advice is that an appointment is required to see a doctor, the surgery will make contact with the patient to carry out the triage process, as it may be that tests are required to reach a diagnosis of the medical issue before seeing a doctor.

Mel stressed that this is an additional tool, currently in its early stages, and does not replace any existing service.

#### **5. NHS “111” Appointment Slots.**

A national scheme, contractual to all GP practices is coming into operation, whereby one appointment for every 3000 patients has to be made available to the 111 service. This equates at 4 appointments each day for Ashville – and is specific to patients registered with the practice who may call 111 out of hours. There is a strict time limit of 90 minutes for a patient who is advised by the service of the need to book to see a practice doctor; after this period of time the appointment is lost to the 111 service. Mel explained that the patient will undergo the triage process on the “urgent” list, and the normal Ashville appointments will not be affected.

It was emphasised that urgent calls when the surgery is closed are dealt with by NHS 111 and “I-Heart” which also covers the practice when training sessions are being held.

A member asked if the triage and appointment system was ever full and not available; Mel explained that there can be times when this has to happen due to finite resources, but it was not a decision taken lightly and always involved a doctor.

#### **6. Patient Council.**

Agendas and information are received even if there is no Ashville representative at the monthly meetings. Each year there are various locally commissioned objectives by Barnsley CCG, to ensure a consistent quality service is provided across all Barnsley GP practices, which is the Practice Delivery Agreement (PDA); one of the objectives for next year and for discussion with the patient group is “End of Life and Palliative Care.” It is important to involve the patient and the family in a timely sensitive manner, but decisions are needed to ensure quality care. The CCG have issued a survey which has been distributed to the group to gauge ideas and views, and focus on the Government’s six commitments which are:

- a. Honest discussions between care professionals and dying people.
- b. Dying people making informed choices about their care.
- c. Personalised care plans for all.
- d. The discussion of personalised care plans with care professionals.
- e. The involvement of family and carers in dying people’s care.
- f. A key contact so people who are dying know who to contact at any time of day.

Ashville operates the “Gold Standard Framework”, being sympathetic to patient’s wishes and recording them, whilst monitoring their prognosis and being sensitive to the various changing situations.

#### **7. Date of Next Meeting.**

Thursday, 23<sup>rd</sup> April 2020 at 1.00pm in the Conference Room at Ashville Medical Practice.

#### **8. Any Other Business.**

- A member wished to complement Dr Woodward for the care he had received. Mel would pass this information on and appreciated his comments.
- A member had raised an issue with Mel prior to the meeting, which she was taking forward.
- A member queried the reason for attending NGH for a Hepatitis B injection, wondering why this could not be carried out at the practice. Mel would report back on this issue privately. She further explained to members that Hepatitis B injections are available for occupational purposes, including to Ashville staff. In answer to a query from a member, Mel explained that some people who received injections can be “non responders.”

**The meeting closed at 2.30pm.**