



positive experience for all our patients.

There may be some internal operational issues during changeover but no dead period.

#### ANY OTHER BUSINESS

CCG

**Following the previous meeting when I had an issue with the CCG I recently had a much better experience so would like to thank whoever it was for following up my issue.**

**I would like to know the cost of the CCG. We should be keeping an eye on the cost of running the CCG and how much they save as often the results of their actions will end up costing more.**

**We haven't a clue what goes on at the CCG if YMG would think to think of questions they would like to ask we will send them from the PPG. We would still like someone from the CCG to attend our meetings.**

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE
Contact ██████ about attending further PPG meetings	Emailed █████ on 8 <sup>th</sup> Feb	████	06.08.18

#### CITIZENS ADVICE BUREAU

The Citizens Advice Bureau will be available in surgery from 10am to 1pm alternating every Wednesday between Acomb and Tower Court. Today was Acomb, so next week will be Tower Court but patients are free to attend either site should they need assistance.

Patients can ring the surgery to make an appointment.

#### WAYS TO WELL-BEING

York CVS will be running a clinic in Acomb every Friday from Friday 2<sup>nd</sup> March. They will offer advice on all non-medical aspects of patient well-being and you are able to self-refer into this service as well as being referred by your GP. During March the service may be held on a day other than Friday due to prior commitments and Bank Holidays.

Please contact the surgery for an appointment.

#### APPOINTMENTS

**Patient had a flare up of dermatitis. He had appointment with a nurse so requested a repeat prescription. As they were not a prescribing nurse they referred the prescription to a doctor. The doctor would not give the prescription without speaking to the patient. There was no appointment for 8 days which would have meant a two week delay to receive the prescription. Is anything being done about lack of routine appointments.**

**Last Wednesday I had a call from the eye clinic at the hospital to say they would perform cataract on Saturday but that I should have an INR check prior to this. I came into surgery but was told there were no appointments - it takes two minutes so I don't understand why they couldn't squeeze me in! I eventually got an appointment at Monkgate. I can never get in to have INR check in Acomb.**

**I came for an appointment and I tried to go upstairs to the waiting room through the door. Whoever opened the door wanted to know where I was going and when I explained they told me that I should take the lift. There is no sign saying for the upstairs waiting room take the lift. My wife went into the wrong waiting room, as again the signage is not adequate, and PCCs should give clearer information to patients about where to go.**

████ explained that one of the waiting rooms upstairs is relatively new and that staff working upstairs should check both waiting areas.

████ will ensure that PCCs give clear information of how to get upstairs and which waiting room to sit in for appointments

**At my previous surgery we had a screen which showed your name and which room to go to for your appointment. Why are the doors locked anyway?**

The doors are kept locked as a security measure. There is sensitive patient data in rooms and it needs to be kept secure. Our Site Technician is in the process of adding security keypads to all doors to maintain patient security so it may be that the door downstairs can be left open for patient access.

**I feel you must have been very unfortunate as I have been a patient here for 20 years and had superb service from Acomb.**

**I am also a patient in Acomb and when the Doctor/Nurse comes out of the locked door if they do not come into my line of vision I can't hear them as I am deaf. I agree that a screen would be useful.**

■ explained that there is an issue of data protection with names being displayed on a screen and whilst some patients would be happy with this others would not.

■ will add a note to the patient record to inform clinicians that patient needs to be in line of vision to be able to lip read as he is deaf.

**I disagree with the screen I like the personal touch of the doctor/nurse coming out to see me. They can also often assess a patient when they see them before they get into their appointment.**

**Online there are no appointments for female GPs at Woodthorpe and no appointments at all at Acomb till 1<sup>st</sup> March.**

■ briefly explained a new appointment system that will be in place from Monday 5<sup>th</sup> March. Urgent Care Centres will be staffed by our non-GP colleagues with an advisory GP being available to assist and also take UCC telephone calls. Routine GP clinics will increase from 10 to 15 minute face to face appointments. There will also be "on the day" slots for our Healthcare Assistants for use by GP's and UCC clinicians for patients who need blood tests/ECGs etc.

**I read an article in the Evening Press from Healthwatch who are asking for patients to attend a meeting to discuss the cessation of the pain clinic and the haematology department at the hospital.**

**I prefer to attend the hospital for my blood tests as I am never sure how well I am going to feel so rather than make a nurse appointment at the surgery I have to cancel I can just turn up at the hospital for my blood test.**

**Could I suggest that the INR clinic is more of a drop in session? Patients could be given a day but not a time so that they can be seen when they need to be.**

ACTION	COMMENT	PERSON RESPONSIBLE	TARGET DATE
Discuss with Acomb PCCs about directing patients to the upstairs waiting room		■	06.08.18
Discuss with Acomb PCCs about updating signs for the upstairs waiting rooms		■	06.08.18
Add reminder to patient record about being in line of vision when calling for his appointment	<b>COMPLETE</b> – note added to patient record	■	07.02.18
Look into closure of clinics at YDH		■	06.08.18

#### DATE OF THE NEXT MEETINGS

Wednesday 16<sup>th</sup> May at 12.30pm in Acomb

Joint PPG (for all sites) – Monday 6<sup>th</sup> August 2018 at 6.30pm at Water Lane