

St Martins Patient Group minutes Meeting 17.10.19

Present:

- 10 patients
- For St Martins: Camilla Hawkes (PM), Michaela Noble (Patient Support), Dr Adams
- Plus Jess Drinkwater and Graham Prestwich

Introductions & welcome

Dr Adams is retiring at the end of November so this is his last patient group. There will be a good-bye event on Saturday Jan 11th 2020, more details to follow in Winter issue of The Listener (patient newsletter).

Everyone introduced themselves.

SMP listening practice action plan update

- Carnival – stall went well. Thanks to C and D, plus S & S, who helped out and all the staff. We spoke to 120 people, of which around 30 were registered at a Chapeltown practice. Lots of positive feedback. Next year consider doing it on the Sunday when more local people attend.
- Appointment Guide – in November we will be focusing on this in the practice, displaying copies, having flyers for pts to collect in waiting room etc. K is willing to do another “listening” session in the waiting room in November and could focus on the Appointment Guide.
- Newsletter – Autumn issue now live. Winter issue will be out in December. Any content ideas to Camilla please
- Empathy training – last month Dr Gordon lead an all-staff training session about empathetic listening. Staff learned simple empathetic listening techniques.

Primary Care Networks (PCNs)

Camilla gave a presentation about PCNs, why they have been formed and what they are doing. St Martins is in Chapeltown PCN along with Allerton Medical Centre, Newton Surgery, Westfield Medical Centre, Chapeltown Family Surgery, Woodhouse Medical Practice. The PCN is getting up to £450,000 a year for the next 5 years to pay for extra workforce inc pharmacists, physiotherapists and wellbeing link workers. Patient G flagged up the bigger picture about how this masks a failure to recruit GPs and how GPs will be needed to deal with complex and frail older patients.

Pharmaceutical industry

Camilla and Dr Adams spoke about the St Martins policy of not working with, or accepting funding from, the pharmaceutical industry; they covered why St Martins has this policy and what it might mean for patients. The GP partners have recently written a policy statement about this.

R says there was an article about this in Which? Magazine recently.

Ethnicity & patient experience

It was highlighted in our 2019 survey that patients from a black or minority ethnic background, are less satisfied with their healthcare. This is mirrored in other national surveys. No-one has been able to pinpoint why this is, so it unlikely that st martins

will be able to. However, we are committed to continuing to work to understand the issue, and to learning / understanding more about the health beliefs and expectations of the many communities in Chapeltown which may help us to better meet those expectations. We will be reaching out to 3rd sector groups that we know, and those that we don't know so well, in an effort to understand more about this issue.

Patient C reminded us of the importance of this issue and encouraged us never to drop it, even if it felt hard, and even if perceptions prove hard to shift.

Leeds Big Chat

Happening in Leeds first week in November. The health and care “system” will be doing “listening events” in non-health settings (eg Leeds Markets) to hear what matters to Leeds people about their wellbeing, and what they would do to improve their own wellbeing.

Any other business

- 4 people present offered to be “guinea-pigs” when the practice tests out new ways of doing patient surveys / information gathering before of routine appointments eg asthma survey
- 4 people volunteered to test out the new website when it is redesigned later in the year
- Jess & Graham said good-bye as this was their last meeting. There were mutual thanks for the joint work we have carried out in the past year. Jess will return next year with an update on her research for us.
- The path outside is slippy in wet weather and needs dealing with

Everyone was thanked for their time in attending

Next meeting

Tue Jan 21st 5-6.30

Agreed that future meetings would alternate between a Tuesday evening (5-6.30) and a Tuesday afternoon (2-3.30)