

Minutes of Llys Meddyg/Gyffin Patient Engagement Group (PEG) meeting on October 11th 2022 at St Mary's Church Hall, Conwy

1. Attendees:

Richard Marriott (RM) Business and Assurance Lead

Saxon Ridley (SR) Chair

Mandy Hughes (MH) Secretary

Stevie Fox (SF)

Arvon Hughes (AH)

Jan Isbell (JI)

Diana Morton (DM)

Amanda - Senior Care Navigator

2. Apologies for absence:

Medwyn Griffiths (MG) and Sue Owen (SO)

3. Declaration of potential Conflict of Interest

None

4. Minutes of the previous meetings held on August 9th 2022

Approved in both Welsh and English

5. Matters Arising

SR Welcomed Amanda, the senior care navigator, to the meeting saying we all appreciated her giving up her free time to attend this PEG meeting. Amanda responded that from her perspective it would be useful to see how patients' viewed the appointment/triaging systems employed by the practice and receive their feedback via the PEG

SR confirmed that Carol Williams felt unable to continue as a member of the group at present

6. Report from the Business and Assurance Lead:

There was no paper copy of The Management Report to the Conwy Patient Engagement Group but **RM** shared his views on progress achieved since the last PEG meeting on August 9th 2022 and overall he felt progress continued to be positive

Main points:

There was much discussion as to what was an ideal number of GPs to have in each practice. At present Conwy (Gyffin/Llys Meddyg) have Dr A Singh and Dr Chris Dunn – Jones who are both F/T with Dr Toby who provides some additional support. The

practice is still awaiting the addition of a female member of the team but her joining has unfortunately been temporarily delayed but she will also be working on a F/T basis and has a particular interest in gender services.

Plas Menai have 5 GPs but they all work P/T, undertaking several sessions each week so this can lead to less continuity of patient care and patients cannot always see the same GP that they saw last time. It is felt 6 GPs with 3 in each location would be the ideal. However, patients have to accept many GPs may now want different ways of operating and delivering services and an appointment with a particular GP is not a given.

The term “episodes of care/ engagements” is now used and the modern GP and other members of the clinical team can triage and advise many more patients via AccuRx and the telephone rather than face to face to face appointment each day. The latter however still exist for patients that the clinical team feel need to be seen in person. According to **RM** the new generation of GPs can have 80/90 patient engagements per day whereas in the past GPs physically saw about 25.

Post Meeting Note: Please see attached article “**How to take advantage of the surgeries telephone system**” produced by **SR** following on from the figures **RM** shared at the meeting with regard to when patients are most likely to contact the surgery

Maintaining equality across the 2 sites, Plas Menai and Conwy is still proving quite challenging but AccuRx in a limited form has now been introduced at Plas Menai. The system still has further potential for patient use but the surgeries want to be sure it is used as efficiently and effectively as possible for both staff and patients. Amanda confirmed that for patients unable to use the system, or feel uncomfortable with it, the care navigators are able to input the details quite easily on their behalf

Website development continues apace, but the draft website still requires further amending. There have been several very constructive meetings between various PEG volunteers and **RM** and PEG members have reviewed over 50 surgery websites to get a feel of what would best suit our practice in Conwy. Generally members felt a sympathetic background picture (mountains or the coast) with about 8 large buttons/tiles listing different services that patients could access with a more detailed drop-down menu behind was ideal. It was felt patients should have as much information as possible when considering contacting the surgery yet they did not want to be overwhelmed on the landing page with information that was not essential. As one member commented “when you are trying to get information you are likely to be unwell and speed is of the essence”. There is a huge amount of information that needs importing to the website and it is hoped it will be completed for early November 2022. Despite the desire for both surgeries to be more aligned the website will initially have 2 different identities; one section that is more relevant for Plas Menai and the other for the Conwy surgeries. Ideally there is also to be a section for the PEG which will contain meeting minutes, useful articles which have already been written by the PEG since its inception such a “How is your GP surgery funded”, “Why you won’t always see a doctor”

Review of present PEG documents

- i) Background to Appointments –This has been drafted by **SR** but he is awaiting input from the care navigators for it to be a meaningful document. RM confirmed the appointment system could change in the short term so felt this article could be put on hold for the time being
- ii) **SR** asked if anyone would like to prepare something or had any suggestions to contact **MH**.

7. Review of present PEG activities

- a) Continued involvement with the website design
- b) 2 documents were reviewed by the PEG in relation to the roles of the PEG chair and secretary (attached) and the process (also attached) that should be adopted in relation to electing new officers. The latter proposal was approved and SR asked if all PEG members could consider proposed nominations, with a seconder, for either roles and forward them to **MH** in time for the next meeting in December. **SR** volunteered to remain as chair-person for another year from April 2023 if there was no-one who had a burning desire to be chair but **MH** confirmed she felt unable to continue the role of secretary despite realizing its importance for the group so hoped volunteers would be forthcoming!

8. Any Urgent Business

None notified

9. Task List

- a) **ALL** – To crystallize ideas on what the PEG could/should do to contribute to the public interface of the surgeries. There is a wealth of enthusiasm but it needs to be channelled (ongoing)
- b) **ALL** – to suggest any further titles for articles to continue to inform patients of topics pertinent to the practice and the healthcare they receive
- c) It was felt there should be some way of measuring access/ engagement with the practice not just in terms of numbers of contacts at various times or days of the week but how long it took for a call to be dealt, was the patient satisfied with the response and so on. **RM** is to give this some consideration and report back in relation to how the PEG could possibly assist in this data monitoring

SR thanked everyone for their attendance and contribution and members and **RM** thanked **SR** for arranging the venue and the refreshments which were very welcome! It was felt by all present that the face to face meeting had been very beneficial and the attendance of Amanda was much appreciated

10. The Date of the next meeting was confirmed for December 6th 2022 at 18.00 – 19.00 hours via Teams