

# **Minutes of Llys Meddyg/Gyffin Patient Engagement Group (PEG) meeting on August 9th 2022**

## **1. Attendees:**

Richard Marriott (RM) Business and Assurance Lead

Saxon Ridley (SR) Chair

Mandy Hughes (MH) Secretary

Neil Bryson (NB)

Ian Walker (NW)

Medwyn Griffiths (MG)

Stevie Fox (SF)

Sue Owen (SO)

Arvon Hughes (AH)

Malcolm Bleasdale (MB)

## **2. Apologies for absence:**

Jan Isbell (JI), Diana Morton (DM)

## **3. Declaration of potential Conflict of Interest**

None

## **4. Minutes of the previous meetings held on June 14th 2022**

Approved

**RM** reiterated how grateful everyone, including the partners, were and thanked Medwyn for agreeing to translate the minutes of the Meetings held previously and going forward into Welsh. **SR** also asked for the Welsh speakers on the committee to approve them which they duly did

**RM** also confirmed that all the PEG meeting minutes would be available on the website once it was up and running – hopefully on October 1<sup>st</sup> 2022

## **5. Matters Arising**

**SR** confirmed that due to a variety of personal issues Tony and Ann Heywood and Chris Simpson did not feel able to continue as PEG members. **SR** thanked them all for their valued contribution to date and has emailed the committee's thanks confirming that should they wish to re-join at a future date they would be most welcome

## **6. Report from the Business and Assurance Lead:**

**RM** shared The Management Report to the Conwy Patient Engagement Group (see attached (dated August 9th 2022)).

**RM** gave a comprehensive summary of what further progress had been made in the practice since the last PEG meeting on June 14th 2022 and overall he felt progress continued to be positive

**Main points:**

Capacity v Demand: There are still some issues matching patient expectations with what services are available particularly as it is now “the holiday” season. However, the clinical hub with 5 practitioners in one room continues to work well particularly with the addition of a new P/T GP (0.25 WTE) who did a very successful previous training placement with the Llanfairfechan practice. Dr Toby was well liked at Llanfairfechan and has integrated well into the group. The previous locum has now left so the practice is still seeking some additional GP support

Key Challenges and Successes: Maintaining the 2 sites is proving quite challenging and at times it can be difficult to be effective, but morale continues to be high. The admin systems are now becoming familiar to both patients and staff and are considered one of the most sophisticated in North Wales; patient feedback is generally positive. A clinical pharmacist is joining the practice in November and they will be able to focus on additional clinical activities such as vaccinations, minor illnesses plus tasked with developing medicine management between the 2 practices. The community nurse practitioner continues to be a successful addition to the team freeing up the GPs to concentrate on more complex patient cases

New Systems: AccuRx is now established and is proving successful in integrating staff and patients across both sites. There are however some patients who are having difficulty in engaging with and accepting the system and have in fact been difficult and abusive with practice personnel. This type of behaviour is not considered to be acceptable by anyone and steps are being taken to address this particularly where patients challenge staff outside their place of work. The PEG group as a whole were disappointed to hear staff had felt threatened and intimidated and felt it cowardly for some of the abusers to hide behind social media platforms where they could not be identified

Position against Plan: Phase 2 which was concentrating on Clinical and Non-clinical engagement is now considered to be well established and any additional resource is now to be concentrated on Phase 3 which is looking at website development, access and integration. There are also personnel looking at vaccine delivery for both flu and Covid jabs

**Additional matters:** Dr Amit Singh would like to meet the PEG members – it was felt by the PEG committee this would be better as a separate meeting to the bimonthly PEG meeting. Dr Singh is keen to look at ways of how to tackle social pressures likely to arise this winter and to try and generate some support in this matter with other patients. **RM** reported he is trying to engage with the new lead for Social Care

The process for deciding and engaging on a website designer continues to be an important focus with meetings planned with stakeholders over the next few weeks. The aim is to ensure the website can be up and running for October 1st

### **Questions to RM's report**

**MD** asked if it was possible to see details of the feedback from patients displayed in a meaningful way? **RM** agreed to provide this for the next meeting

**SO** wondered if e-consult was likely to be rolled out in Conwy as it was apparently so successful during the pandemic at Plas Menai. **RM** confirmed the surgery was not now using this system. Other members wondered if there was any potential friction between Josie and the district nurses, but **RM** confirmed the system was working well with a lot of collaboration. Looking forward district nurses may well be based within surgeries

### **7. Review of present PEG documents**

- i) Home Visits Document was approved
- ii) 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
- iii) **SR** asked if anyone would like to prepare something or had any suggestions to contact **MH**.
- iv) The following mission statement was agreed by the majority  
**“Patients and practice working together to develop a shared understanding of the effective delivery of primary care services in our community”**  
**IW** and **NB** felt it was important for the statement to encapsulate what we as a body do rather than focus on the method of action. **SR** thanked **IW** and **NB** for their commitment to the task

### **8. Review of present PEG activities**

There was considerable discussion re the website development and what it would be required to do. Being user friendly was considered a priority as several patients are reticent for a variety of reasons to engage with new technology

There was also discussion re the importance of the phone system needing not just to be a call system but something patients could engage with in a meaningful way such as AccuRx. **RM** is keen to ensure consistency and integration across both Plas Menai and Llys Meddyg/Gyffin surgeries feeling they needed to be more closely aligned

A meeting was proposed with stakeholders (including PEG members) to attend a pitch from both the potential website designers on August 17<sup>th</sup>. Karl Dean from My Surgery Website (MSW) and Steffan Gimblett from My Surgery App. **RM** confirmed documents detailing process and approach would be

circulated prior to the presentation to ensure fairness and transparency between both candidates. **RM** also confirmed attendees would all be expected to score the presentations with regard to Ease of use, Capabilities, Integration, Value for money, Support and Visuals

**Post Meeting note:** The presentation on August 17<sup>th</sup> and a follow up on August 23<sup>rd</sup> had good PEG representation and although a very close run contest Karl Dean from My Surgery Website secured the contract. But **RM** confirmed he would be keeping in close continued contact with Steffan Gimblett

## 9. Any Urgent Business

None notified

## 10. Task List

- a) **RM** and **CS** were to feed back on the Data security concerns at the next meeting - this has now been removed from the task list as **CS** has left the group and it was his expertise that was being offered
- b) Sort out attendance for meeting on August 17<sup>th</sup> – see above this has now been completed
- c) **ALL** Consider whether to have the next meeting face to face rather than virtual. Point made by **MD** - it is difficult to interject during presentations delivered visually and sometime important questions can be lost
- d) **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)
- e) **ALL** – to suggest any further titles for articles to continue to inform patients of topics pertinent to the practice and the healthcare they receive

**Post Meeting note:** Point (b) next meeting is to be held at St Mary's Church Hall, Conwy on October 11<sup>th</sup> at 18.00 – 19.00 hrs. There is an opportunity to socialize afterwards with the surgery employees being invited

**SR** thanked everyone for their attendance and contribution

11. The Date of the next meeting was confirmed for October 11<sup>th</sup> 2022 at 18.00 – 19.00 hours

