

Minutes of PPG meeting at Kirkburton Health Centre June 4th 2015

Present: Jane Wood, Vanda White, Carole Hepworth, Joan Wray, Pat Shaw, Julie Raper, Dr Wallwork.

Apologies: Roy Cull, George Paling, Carol Hirst.

New TV Monitor: A new TV monitor has been installed in the waiting area. It is currently showing a range of NHS informational videos. It could be possible in the future to show staff photos on this screen. There has been very positive feedback so far.

Practice background music: Background music has to be played to protect confidentiality. To save money on radio licenses, royalty free music has been tried and rejected. Radio 2 will continue to be played until the licence expires and other options are investigated.

CQC visit: Dr Wallwork popped in to tell us about the expected CQC visit in August. A third to a half of Practices in Huddersfield will be visited. It is not known yet exactly when or which practices will be chosen. Dr Wallwork told us that if Kirkburton Health Centre was a chosen practice, members of the PPG will certainly be interviewed and the CQC would want to know that GPs are interactive and responsive to expressed needs. He saw it as a “chance to shine”. The members of the group offered help in preparation and Carole and Joan offered help in updating staff photos, which quickly become out of date as staff move on.

Collaborative Working: Dr Wallwork told us that work was beginning to look at collaborative working with other practices. This will enable workers to look at different ways of doing this and use cross fertilisation of ideas to make working smarter and more efficient. Julie Raper has been asked to co-ordinate this project along with the practice managers at two other practices.

New INR Clinics: Kirkburton is one of 10 Hubs in Huddersfield and has 300 patients registered in the clinic. 80 appointments are available each week. Feedback is good and teething problems are being sorted out. Initial difficulties with the telephone system have been addressed. This system is better for the majority of Huddersfield residents.

PPG: Discussion took place on how to recruit more patients to join the PPG group. Younger members would be greatly valued and welcomed. Julie said that members who are unable to attend are still able contribute by email. The Practice needs to hear voices of all ages. A video for the new screen waiting room screen was suggested and posters designed by students at Shelley College or Shelley Art Group. The possibility of a phone app was suggested. **Everyone agreed to give it some thought.**

Friends and Family Test: The feedback is attached to these minutes. Generally the comments were excellent. Some people have obviously got the wrong idea about the

11-00am emergency clinic. This clinic offers appointments for emergencies only and for 5-minute time slots.

Early Morning Clinics: These had been recently introduced and have proved to be popular and successful. They are being staffed currently by Dr Lane and Dr Dean beginning at 7-00am and 7-30am on Monday Thursday and Friday. **Dr Wallwork does a late evening clinic on Thursday evenings.**

Patient Reference Network Group: Carole fed back on the PRNG meeting she had been to that morning. The engagement topic was discussion on Carers and General Practice. Information on this topic will be sent out separately but include methods of training carers champions and identifying carers and their needs before crisis point is reached. Each practice will hold a register of carers.

The next meeting will be held at 6-00pm on Thursday July 16th 2015