

## PPG Minutes for meeting held on December 3<sup>rd</sup> 2015 at Kirkburton Health Centre

**Present:** Carole Hepworth, Julie Raper, Vanda White Roy Cull, Judith MacCarter, Carol Hirst, Jane Wood, Joan Wray, Dr Wallwork.

**Apologies:** George Paling, Sue Calvert, Dennis Roughsedge

**Photoboards** These are now complete and in place in reception. The Carers Champion Board is in place at the corner of the nurse's corridor. It was mentioned that the message about ordering repeat prescriptions displayed in the waiting area was now out of date. The new regime started on December 1<sup>st</sup>. Julie will correct this.

**CQC inspection.** The inspection took place on November 24<sup>th</sup>. Some members of the PPG were invited to attend and were interviewed for an hour by the lead inspector. They all felt it was a very positive experience. The Practice expressed their gratitude to these members for their positive input. Dr Wallwork was present at this point. Some of the staff had undergone very long interviews with inspectors, some lasting 4/5 hours.

The immediate feedback given to the practice was very complementary with just a few suggestions on how to improve audit procedures to take it up to an even higher level. The GP inspector said she would like to be a patient in the Practice and that it was a caring practice which cared for its staff as well as its patients, The report will be published at the end of January and will be available on the website.

**Guide to Self-Care.** A document has been circulated on a Guide to Self-Care for PPGs.

As it is along and complicated document we decided to delay discussing it until January 2016.

**Carer's Coffee Morning.** This is to be held on December 10<sup>th</sup> 2015. Volunteers to help at this were: Carole Hepworth, Roy Cull, Judith Mac Carter and Carol Hirst. Carole Hepworth will make mince pies and Jane Wood would make and deliver cakes. It was agreed to meet in the Health Education Room at 10-15am. The Coffee Morning will start at 10-30am.

It was suggested that we could also introduce the idea of on-line access and a dummy patient records and computer be made available to this group. This will be discussed in January.

The following Carers Coffee is proposed on January 24<sup>th</sup> 2016. Time to be discussed

**On Line Access.** It was considered as to whether patients could be approached to encourage using online access. Perhaps members of the PPG could speak to patients in the waiting area at a future date. This will be discussed again in January. It is being currently discussed as to whether the Practice might change its clinical system from Emis Web to System 1 in April 2016. System 1 is a much more integrated system making for better communications between sites and disciplines.

It was pointed out that some members had been unable to access urgent same day appointments on line after 8-00am. Julie will check this.

Text Reminders are currently funded externally until the end of March 2016 but will only be partially funded after this. Continuation of this service will have to be reconsidered. It appears that reminders don't affect DNA (did not attend) numbers. 50% of patients have now logged their phone numbers in the practice. The Practice will be looking at ways of better logging DNAs.

**The next meeting will be on Thursday January 14<sup>th</sup>**  
**2016 at 6-00pm**