

## **Minutes of the PPG Meeting at Kirkburton Health Centre** **July 16<sup>th</sup> 2015**

**Present:** Dennis Roughsedge, Carole Hepworth, Julie Raper, Vanda White, Roy Cull, Joan Wray, Sue Calvert, Rachael Sanders, George Paling.

**Apologies:** Pat Shaw, Carol Hirst, Judith McCarter, Jane Wood

**Minutes of the meeting** held on June 4<sup>th</sup> 2015 were approved

**Website update:** Dr Lane has updated all staff photos. They are now on the website and will be printed and placed on the photoboard in the waiting areas very soon. The website now contains a mission statement for the practice. Julie was asked if she knew how many hits the website got, and how many patients received the Newsletter by email. She will feedback this information at her earliest convenience.

**Communication** Vanda has been concerned at the lack of involvement of young people and young families in our practice facilities. She has talked and questioned people she knows who are in that age group. They indicated that the best method of informing and communicating with these groups would be by Twitter. This form of communication has previously been discussed with the practice and there were concerns about social media and whether or not the CCG allowed GP practices to use this. Vanda said the Parish Council has been using Twitter for 2 years. Julie has been investigating the use of twitter with the CCG and will talk to other practices using Twitter. Julie explained that the more information that can be gathered to see whether this is indeed something we can move forward with, would be better so that this can then be presented to the partners of the practice.

As there are many in the community who are not able to use this technology it was agreed to include the Newsletter in the Community circulars like the Shelley Magazine and The Burton Bulletin and school bulletins.

Vanda offered to liaise with Julie on these issues and said that Pat Shaw will also help.

**The Family and Friends Test** results for May and June are included as an attachment to these minutes and are extremely positive.

**Healthwatch Kirklees.** This is a charity who gathers information on patient expectations. They will be visiting the practice to interview patients in the waiting area on their experience and will look at any patient problems. Their visit will be in September.

**GP Survey** The results of GP survey are attached to these minutes and show the results from Kirkburton along with two other local practices for comparison Skelmanthorpe and Shepley. Whilst Kirkburton's results are very good it highlights areas which need attention.

**Carers Champion.** The CCG has requested that every practice should have a Carers Champion. This person will be aware of all carers in the practice and give them

support. The aim is to identify carers needs at an early stage and avoid them coming under too much pressure. Work on a Carers register has been started and Stacey Lach from the Reception Team has been nominated as Kirkburton's Carers Champion. This initiative will be launched on Tuesday July 21<sup>st</sup>.

**The visit of the COC to Huddersfield** will be in August but the dates have not been released yet. There is still no information as to which practices will be visited.

**Staffing** The current GP registrars finish their rotation at the end of July. The new registrars start on the first Wednesday in August (5<sup>th</sup> August 2015) are Dr Joanne Lobaz who is an ST3 (final year GP student) and Dr James Hirst who is an ST2. Dr Dean will be taking 24 hour retirement (6 weeks off) in March/April 2016. On her return she will be reducing her hours until her retirement. Dr Waller will join the practice on August 17<sup>th</sup> as a salaried GP with a view to becoming a partner in April 2016 and has completed her training to become a GP trainer. She has previously worked in the practice as a Registrar.

**PPG** The current group attending meetings feel they need to move the group forward and look at current issues. An open Evening for patients giving them the opportunity to meet Practice Staff was suggested, and work to look at different and improved ways of communicating with patients. All PPG members should give this some thought and to be on the next agenda for discussion at the next meeting.

**Please note the date of the next PPG meeting has been changed and is now on September 10<sup>th</sup> 2015**

## **Friends & Family Test – Feedback**

*May 2015*

“Always willing to try best to fit in when needed. Arrange prompt care”

“My doctor I am currently seeing has been very caring and supportive”

“I received prompt efficient care”

“Helpful, friendly and considerate”

“I think they have great doctors that give you great advise and the help you get better. The receptionists are kind, helpful and welcoming”

“I always get a good friendly service from the staff but think the timing for the drop in clinic should be earlier (e.g. 9am) for patients who need to see the doctor that day but just need a quick appointment so they can continue to work and not take time off 11am is too late because it means taking a full morning or day off work. Or in my case 12 miles to work, 12 miles back to doctors 12 miles back to work, 12 miles to home. This is a lot of time out training back and forth for a quick appointment to sort something simple but urgent. Might I suggest an early drop in and a late afternoon drop in instead. Thank you for your consideration”

“Very good service always quick to be seen, nice reception staff”

“The nurse explained the process and results in an easy to understand way”

“Prompt, caring service from clerical staff and doctors”

“The doctor was fantastic and very professional she dealt with my problem in a swift manner and put me at ease”

“Very good service. Friendly doctor who helped me and gave great advice”

“Excellent treatment etc”

“Excellent communication with the doctors. Never feel rushed by them. Get urgent appointment very quickly”

“Pleasant staff, clean and tidy, helpful”

“I am happy to do this and the staff are always helpful” (extremely likely to recommend)

“Because the treatment I have received has been very good”

“Not made to feel I was any trouble”

“Appointment within 4 days. Receptionist very charming, understanding and helpful”

“Friendly and helpful”

“Very helpful service”

“I can always get an appointment. The doctors are always friendly and professional”

“Very friendly personal staff – nurse Hepplestone”

“Good service”

“Efficient care, listen to my views and respect me and very knowledgeable”

“Very fast service”

“Very helpful. Gave me all the information I needed and more. Felt as if there was a genuine care for my well-being”

“Everyone always friendly helpful and kind”

“Doctors are fabulous. Receptionists are very helpful and always try to accommodate”

“Always treated with care and respect. Always enough time to talk and patients opinions always considered. Reception staff always helpful and considerate. Many thanks to you all.”

## **Friends & Family Test – Feedback**

*June 2015*

“The doctor listened to my concerns and dealt with me professionally. All my concerns were dealt with.”

“Good service”

“Best GP I’ve ever been registered to. Mainly because you are so friendly and really willing to help. Flexibility and you actually care and you listen. I feel valued here not just another number.”

“You always offer a good service”

“Wonderful practice nurses, Wendy for example and Drs like Dr Wallwork. Balanced, listen, offer sound advice and above all else care and reception team. The nicest, most approachable I have ever come across.”

“Excellent service all round”

“Everyone has been first class at Kirkburton HC and HRI”

“I feel all the doctors and nurses listen and are very approachable”

“You are all extremely obliging and try to really help to fit people in etc”

“Feel really comfortable and at ease with all staff in a clean very pleasant environment”

“All staff are very helpful. All doctors are very caring and listen sympathetically. Excellent”

“I am satisfied”

“Excellent”

“Service is excellent friendly and caring. Pity theres no coffee machine”

“I have always been treated in a kind and very professional manner whenever I have needed any of the doctors”