

Minutes of the PPG Meeting at Kirkburton Health Centre

March 2nd 2015

Present: Dr Priestman, Julie Raper, Dennis Roughsedge, Joan Wray, Carol Ellam, Vanda White, Par Shaw, George Paling, Carole Hepworth.

Apologies: Jane Wood, Judith MacCarter, Rachel Sanders, Sue Calvert.

Staffing: A new GP started on March 4th as a salaried GP. She has worked in the Practice previously as a locum and trained at Kirkburton as a GP registrar.

Patient Survey: This survey performed by an external agency makes comparisons across Huddersfield, West Yorkshire and England on many performance criteria. Overall the Kirkburton Practice performed very well. It showed a slight dip in performance during the changeover of the practice nurses. Beverley Sayles, Practice Nurse joined the Practice just before Christmas and has settled in well. Beverley was previously a respiratory matron for Calderdale and Huddersfield Foundation Trust (CHFT). Wendy Walter has returned from sick leave and is now back full time after a phased return.

Some patients were not aware of Out of Hours Service (OOH). If patients require assistance outside surgery hours they should ring the Practice switchboard number and they will be given the OOH number for urgent care. For emergencies patients should ring 999.

Disabled Parking: The disabled parking markers have been replaced by larger ones and the spaces on the ground have been clearly marked with larger signs. These are a big improvement. Staff are being encouraged to use the car park at the rear of the building as the park at the front can get quite full.

Royalty Free Music: A survey was completed in the practice last year on preferred background music throughout the building. It was agreed that Radio 2 was generally preferred. The music is needed to protect confidentiality. Extra charges to use Radio 2 will now be incurred (Performing rights) in addition to the normal licence cost. Royalty free music (Musak) will be trialled in the near future.

Prescriptions: On Mondays there are an excessive number of phone calls to the Practice. There can be 500/600 calls during the day, 100 of which are between 9-00 and 10-00am A large percentage of these calls are for repeat prescriptions and non urgent appointments. These all take a lot of reception staff time. In order to address this issue ways of reducing incoming calls are being investigated. It would be preferable if more people would use the online service to order repeat prescriptions and make non urgent appointments.

As a trial 6 monthly prescriptions may start to be issued for patients without computers. Patients will pick up their medications at 2 monthly intervals from their chosen pharmacy. Posted requests for repeat prescriptions are also a better option as these are more accurate than requests by telephone. Forms attached to prescriptions should be filled in to do this.

There was discussion on how to encourage more patients to use the online facilities. It was suggested that the Monday pressures are highlighted in the quarterly Practice Newsletter and on the Website. Articles could be placed in local publications like the Shelley Magazine and mentioned at Seniors Groups.

The Winter Scheme: The scheme had not been as success in our local hub. It seems that patients had not been correctly directed by the 111 service and take up had been very poor.

Flu Jabs: Figures show that more over 65 patients had taken the opportunity to have flu vaccinations than last year. Recent press statements said that this year's flu vaccinations had not been as effective on fighting the strain of flu this season. Uptake of vaccinations was improved this year by text reminders. Due to the negative press it is hoped that this does not affect uptake of vaccinations next winter. Figures showed a decline in vaccinations for pregnant women but this was due to fewer women being pregnant and possibly coding issues.

Uptake of vaccinations for children aged 2 was very low despite letters posters and texts.

Dr Priestman: Dr Priestman was thanked by the PPG Chair, Dennis Roughsedge , for all his work and commitment to the Practice over 33 years. He will be sadly missed. He was given a signed card from the PPG and wished good luck in his future retirement.

The meeting closed at 7-00pm. The next meeting in 6 weeks will be at 6-00pm on Monday 13th April 2015