

## **PPG Meeting Monday November 3<sup>rd</sup> 2014 at Kirkburton Health Centre**

### **Present**

Carole Hepworth, Dennis Roughsedge, Joan Wray, Jane Wood, George Paling, Jill Leeson, Sue Calvert, Pat Shaw, Roy Cull, Julie Raper (Dev. Manager), Dr Dean.

### **Apologies**

### **Staffing**

Two new salaried GPs were now in post and settling in very well. Dr Gethin Lane and Dr Joy Hewitson. Dr Hewitson has a special interest and experience in Medicine for the elderly. A Practice Registrar, Dr Snowden, has now qualified and has taken up a post at Huddersfield University Practice.

The practice now has two new Registrars, Dr Claire Tyreman and Catherine Locke.

The admin apprentice Harry Jagger who has proved to be a real asset will become a permanent member of the staff in December.

Dr Wallwork has recently suffered a bereavement and has also broken his collarbone. He is currently on sick leave but proposes to return to work next week (10.11.2014) on limited duties.

The Senior Practice Nurse, Lynn Stead is retiring in December and is being replaced by Beverley Sayles who will be a new appointment. She will begin work in mid December and will shadow Lynn until she retires. Beverley has had previous experience as a practice nurse but her more recent post was as Respiratory Matron at CHFT.

There are two new reception staff in post.

Emily Town who has previously worked in a hospital environment and Isabel Richardson who will be working mainly on admin (upstairs) and has previous experience in a GP practice. Both have fitted in very well.

### **Practice Newsletter**

Julie has prepared subscription slips to be completed for those wishing to receive the quarterly Practice Newsletter by email. The Newsletter is available on the WebPages but it was suggested that uptake may be better by email.

It was also suggested that reminders to participate in the "Friends and Family Test" survey (to be mentioned later in the minutes) could be mentioned in the next Newsletter and that appointment reminders and test results can now be sent by text.

### **Defibrillator**

The demonstration on October 3<sup>rd</sup> 2014 was well attended. Attendees all felt that the demonstration was very worthwhile and felt more confident that the defibrillator could be used by anyone. The area of use, for time reasons, was 200yds from its base. The question was raised whether there would be any further demonstrations in the future as some people were unable to attend. JR to ask the PM if this would be possible.

### **Disabled Parking**

Quotes for more obvious disabled signs have been received and approved now. The practice is having a landlord visit in the next couple of weeks and the PM will chase the new signage.

### **Flu Clinics**

Two Saturday clinics, on October 11<sup>th</sup> and 18<sup>th</sup>, offering flu jabs have taken place. The uptake was excellent and another such clinic is now offering appointments on November 15<sup>th</sup> 2014. There are appointments still available. It should be noted that these clinics offer short appointment times and are for vaccinations only, not for any other problems or queries.

### **Morning Emergency Clinics**

It is now possible to get a same day emergency appointment between 11-00am and 11-30am. Appointments must be made by telephone on the same day before attending and patients will be seen in order of arrival.

This system is proving to be very successful and popular although sometimes very busy.

### **Winter Scheme**

This scheme will be running from December 2014 to March 2015. It is to avoid weekend attendance at A&E. Appointments will be available between 12-30pm and 4-30pm as these are the times that attendance at A&E are highest.

The scheme will be well-publicised and any unnecessary attendance at A&E will not be permitted, patients being returned to their practice unless their visit is a true emergency. Details are still to be confirmed where the service will be held.

### **Emergency Medication**

Emergency medication can now be obtained from certain named pharmacies over weekends or Bank holidays on production of the prescription copy received when obtaining medications.

Only enough medication will be given to tide over the patient until the practice re-opens. This is also to avoid unnecessary attendance at A&E and emergency clinics. JR to provide list of these pharmacies and publicise on website and newsletter.

### **Care Quality Commission (CQC)**

It is expected that the CQC will be inspecting the Kirkburton Practice at some point in New Year.

### **Dementia friends**

It is being encouraged for the population as a whole to become Dementia Friends. A booklet is available to all, which explains dementia and how we can all help in everyday situations. We can all sign up to become Dementia Friends by going to the following weblink

<https://www.dementiafriends.org.uk/>

### **Patient Reference Network Group (PRNG)**

Dennis had attended the last meeting held September 2<sup>nd</sup> 2014.

He outlined the main points;

Six discharge co-ordinators have been appointed across Greater Huddersfield. This is to ensure that elderly patients are not sent home without relevant care plans and medication Poly Pharmacy - There will be reviews of medication for the over 75s and on more than 10 medications with GPs. It is felt that often patients have too many medications and get confused which to take.

Wheelchair Services have had a change of provider.

There is now a My Health Tools website which can inform patients of their medical condition and help them manage it better.

There is to be a contractual requirement for all GPs to implement the “Friends and Family Test”. The question asked of patients is to be “would you recommend this practice to your friends and family”. This to be used as a measure of satisfaction.

### **Dr Dean**

Dr Dean attended the meeting for a short time to discuss the implementation of the “Friends and Family Test”. There is also a request for the Practice to generate another question to follow this or in addition to the previous one. Dr Dean asked for ideas from the members present and a discussion took place.

These were the possibilities, which needed further thought.

1. How can we improve our service?
2. How can we improve access to our service? (Access can mean access to premises, access to the appointment system access to the service in general)

The questionnaires will be available to patients in the reception area and hopefully these will be responded to immediately whilst service users are still in the building. There is a possibility that patients on email could be approached. Only recent service users need to answer the questions.

The FFT includes patients who don't necessarily have to have come into the practice, they could have rung the practice to request a prescription or appointment, or for results etc. More thought is required for how to gather data from these instances without impacting on reception workload. Ideas welcome! Could ask patients to access survey monkey survey questionnaire via website? But what about those without internet access?

Dr Dean would like submission of ideas on these lines before November 14<sup>th</sup> 2014 from all recipients of these minutes. Please submit your ideas to me (Carole Hepworth at [steve.carole1@btinternet.com](mailto:steve.carole1@btinternet.com)) and I will forward them to Julie.

**The next PPG meeting will be Monday January 19<sup>th</sup> 2015 at 6-7pm**