

PPG Meeting June 16th 2014 at 6-00pm at Kirkburton Health Centre

Present

Dennis Roughsedge (Chair), Carole Hepworth (secretary), George Paling, Joan Wray, Jane Wood, Carol Ellam. No doctor was able to be present.

Apologies

Julie Raper, Carol Hirst, Sue Calvert

Minutes of last meeting

Accepted as an accurate record.

On line Access Filming

Kirkburton Health Centre had been chosen to be used as a pilot site by NHS England to promote the use of on line access to services. Booking appointments, repeat prescriptions and access to personal medical records. Dennis and Carole had been filmed and interviewed on behalf of patients and had given their views on their own experiences with the on line services. Julie Raper and Dr Dean were also interviewed. The film should have been completed and shown, but as yet there has been no sight of it in Kirkburton, although we have been thanked by the filmmakers for our involvement. **JR emailed Gaby Jeffs for a link for the video. Awaiting response**

PRNG (Patient Reference Network Group)

As neither Dennis nor Carole could attend this meeting Jane Wood attended to represent our practice.

She was able to feedback on discussions, which took place. The minutes from this meeting will be circulated in a few days when they become available.

Briefly, there was confirmation that the Care Home Teams were now up and running.

This team as mentioned previously, consisting of a range of health professionals, is available to assess the needs of patients in Care Homes and respond to their needs.

They will make regular checks and assessments as routine.

Jane then told us of the discussions which took place regarding care of the over 75s and those with complex needs. It was proposed to make more care available in the community to avoid unnecessary hospital admissions and use of A&E.

Her team was asked to discuss 3 options to aid this. One option to be chosen after being also discussed by the Care Quality Commission.

1. Appoint a discharge co-ordinator in each practice.
2. Appoint a dementia care co-ordinator who would be proactive and call in local services when needed.
3. Service for patients on multiple medications to be reviewed on a regular basis

Thank you Jane.

Practice Update

Dennis and Carole have met with Julie for a practice update.

Locums will be in place until September 1st when new **salaried GP** appointments will be in place.

There will be two salaried GPs Dr Gethin Lane and Dr Joy Hewitson.

There will be 2 new GP registrars **who are ST3's. This means they are due to qualify in 6 months who will be joining us from August for 6 months.**

Dr Andy Snowden will stay on to complete his rotation after having a long sick leave.

The Admin Apprentice Harry is coming to the end of his first year. Hopefully funding can be found for him to continue as he has proved to be very helpful.

Photoboards

These are almost complete. Carole has worked with Harry (admin apprentice) to organise a timetable for Carole to take the photos of workers in the practice. Harry will now mount the photos and is currently finishing this project off.

Notice Boards

It has been noticed that the notice boards in the main reception area are less congested than previously but the ones in the nurse's corridor are still too full.

We will take another look at this problem in September when the practice is fully staffed.

Newsletter

We feel that the newsletter is not read widely enough and it could be considered to email it independently. It is currently attached to the website. We think practice information could be more widely distributed to patients who do not regularly attend for consultations in this way.

Strategic Review Roadshow

This was not well publicised and the one held at The Hub in Kirkburton was very badly attended. Dennis and Carole had notification at the very last minute from the link with PRNG. Dennis Carole and Jane attended. 4 Agencies were available to take comments and answer questions. These were Locala, Kirklees. Care Quality Commission, and the Trust. Booklets on proposals were available. It was stressed that as yet no final decisions had been taken, and this was still in "the engagement Phase".

Enhanced Services

Audiology is still being funded. It is a good service but there have been reports that sometimes replacement batteries have not been available.

Over 75s are being allocated a named GP **for their overall care** although they will be able to see any GP.

A new enhanced service to avoid unplanned hospital admissions and visits to A&E is being carried out. Patients who are considered to be at high risk of having an unplanned admission to hospital have been contacted to inform them of their named GP. GPs along with district nurses and community matron are all contacting patients to carry out a care plans for these patients. All patients are required to have a care plan in place by the end of September.

Julie says there are approximately 130 vulnerable patients with complex needs in the practice. She has a tool which can predict needs these patients may have so that the correct care can be put in place in the community.

AOB

There are complaints that the disabled signs in the car park are too small and faint to be seen and spaces are being used by able-bodied patients. **JR will ask the practice manager to request some more visible signs from the new landlord. If not JR will source from elsewhere. Agree that this is an issue.**

What possibility is there of obtaining email addresses from all patients. Is it done automatically when new patients register? We are anxious that we make every effort to inform patients. Could the Stop Press section of the web page ask patients to register their email address? **We do obtain patients email addresses when they first register. Patients are also encouraged to share their email addresses if signing up for online access. We can promote email addresses in the next newsletter so that patients can provide their email addresses in order to receive newsletters. JR to action this**
Could Julie take action on the above points?

General Comments from the meeting

We realise this is a difficult time for the practice but we do feel that we need representation from there, even if only for a few minutes at each meeting.

The meeting feels encouraged by the progress of the service and the practice, and appreciate that ideas are being sought and used for our benefit by all agencies.

I will try to attend the next meeting but if not will ensure a GP is therefore however with holiday leave this may not be possible. Was a date for the next meeting agreed?

Addendum

NHS Choices Website

Just to let you know that it is possible to review our practice on NHS Choices. We have two positive comments and two not so positive mainly due to lack of appointments. We have added some text to the website and in the patient waiting area, explaining about the lack of appointments and what we are doing to try address this.

Ideally if patients are not happy it is always best to contact the practice as a first port of call.

Any patient can add a review to this site.