

## **Drs Priestman, Dean & Wallwork**

### **Face to Face PPG Meeting Minutes 03**

**Tuesday 8<sup>th</sup> October 2013**

Attendees: Dr J Priestman, Julie Raper (Development Officer), Jane Wood, Sue Calvert, Carol Brook, Madalyn MacKenzie, Carole Hepworth, George Paling, Dennis Roughsedge, Brian Harrison-Jennings, Rachel Sanders

Apologies: Claire Sibbald, Charlotte McEnhill, Joan Wray, Judith McCarter, Vanda White, John Walker, Carol Hirst

#### ***Minutes of last meeting 12<sup>th</sup> June 2013***

- Appointment system – everyone agreed that the revised appointment system seems to be working well and the group agreed that the telephone appointments were good.
- New services – in addition to the non-obstetric ultrasound service by InHealth held at the practice on Mondays musculoskeletal ultrasounds would also be added to this service.

#### ***Agenda for meeting 8<sup>th</sup> October 2013***

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

- JR opened the discussion about CQC following on from the information forwarded by e-mail prior to the meeting
- The thoughts from the group were that on reading the document sent that they felt they should be more involved working more closely with the practice. This led to the question of who may wish to be a chairperson and/or secretary for the group. Although no-one volunteered for these positions in the group JR suggested that maybe they should have a meeting just amongst themselves and chose a date and book the meeting room for them to use. This will help determine leaders of the group naturally and they can decide who will feedback their thoughts to JR to relay back to the partners. This means they won't feel inhibited by what they can say and speak more openly. A meeting has been set for **Monday 4<sup>th</sup> November 2013 at 6-7/7.30pm in the meeting room** at the practice.
- The purpose for raising CQC is that now practices within the Huddersfield area are being contacted and we know of one practice who has recently had an inspection. Part of the inspection is that they may wish to speak to representatives from the PPG. JR explained that we will get 48 hours' notice of when the inspection will take place and that we needed volunteers from the group who may be available to speak with the CQC. Seven volunteers from the group (Madalyn MacKenzie, Brian Harrison-Jennings, Rachel Sanders, Jane Wood, Carol Brook, Dennis Roughsedge, Carol Hepworth). It is not clear how many representatives they will want to talk to and it also depends on availability too but this is a good number so hopefully someone will be available when the time comes.

### **Prescription Line**

- Dr Priestman explained that from the 4<sup>th</sup> November 2013 that the prescription line (01484 603777) will close.
- This action will mean that we will have four main switchboard lines (01484 602040) rather than three which will mean an extra line for calls to come through on
- Posters will be displayed regarding this change and there will be recommended/suggested times (10am-4pm) to ring if you only wish to request a repeat prescription – this will help avoid particularly busy times of the day for example first thing on a morning when patients are trying to get through to make an appointment.

### **EPS (electronic prescription service)**

- This is a new system whereby the patient can nominate a pharmacy of their choice for their prescriptions to be sent to
- The prescriptions are sent electronically which avoids them being lost between the doctors room and getting to pharmacy
- So far 53% of prescriptions are now been generated electronically

### **New Website**

- JR displayed the new website
- Most of the group had looked/visited the new website and the feedback was positive
- JR explained that it is work in progress and that additional information will be added on an on-going basis
- The group made suggestions of other information they would like to see on the website, for example, recent staff training, up and coming developments within the practice, links with twitter and Facebook – more informative news about staff and the practice
- Make the newsletter available on the website (a draft has been made of the newsletter)

### **Access to records on-line**

- JR updated the group regarding the progress of the pilot scheme for patient access to records on-line
- EMIS Web live demo will be in November
- Information leaflets, questionnaires and consent forms will be sent to practices ready for interested parties to complete and then after November practices can start the pilot

### **Any other business**

- There was a suggestion that we should have a small notice board near the self-check-in board with a picture and name of the registrars so that patients are aware and familiar with who they may be seeing. The names are currently on the website but a picture could be added to this
- Self-check-in board – not always working and letting the nurse know that patient has arrived and therefore then patient misses appointment or is late – JR to investigate
- Feedback on Nurse Practitioner was “excellent”
- GPES – JP explained about NHS England using GP medical records and extracting patient identifiable information and passing to third parties. Some parties may indeed for medical research but not in all cases.

***As mentioned already a meeting with just patient group members will be held on Monday  
4<sup>th</sup> November 2013 at 6-7/7.30pm in the meeting room.***