

## **PPG Meeting February 17<sup>th</sup> 2014 at 6-00pm at Kirkburton Health Centre**

### **Present:**

Julie Raper, Dennis Roughsedge, Carole Hepworth, Jane Wood, Joan Wray, Sue Calvert, Rachael Sanders, George Paling, Jill Leeson, Judith Mc Carter, Pat Shaw,

### **Apologies:**

Brian Harrison\_Jennings, Kevin Gelder, Helen Goldsmith, Lesley Cundy, Carol Brook

### **Minutes of last meeting**

These were approved as correct.

### **Matters Arising**

#### Notice Boards

It was suggested that there had not been any improvement with the displays on the notice boards.

Julie told us that currently there are staff shortages and Notice Boards were not a priority just now.

#### Newsletter

The next newsletter will be due out in the Spring and the secretary will produce a paragraph for inclusion before mid-March.

It is possible now to get the Newsletter emailed directly by requesting for this to be done from the website.

#### Correspondence

There was no correspondence

#### Patients Reference Network Meeting

The last one was held on December 3<sup>rd</sup> 2013 at the Textile Centre. Dennis Roughsedge and Rachael Sanders attended. **Please see the information, which Dennis circulated on February 6<sup>th</sup> 2014.**

They both agreed that it had been very valuable and worthwhile.

Efforts were being made to try and relieve hospital services by putting in extra local services.

Saturday Opening had been put in place for our area for the winter months until March 1<sup>st</sup> to try and relieve A&E. This was being run from Skelmanthorpe Health Centre for emergency appointments only, not routine appointments. Phone calls to Kirkburton were being diverted to Skelmanthorpe. Julie commented that this service had not had a high volume of patients using the pilot service. Data will be compared to see the emergency attendance during this pilot too.

### Next Patient Survey

The next survey "Healthcare the electronic age and you" is out now. It had been devised in conjunction with 2 members of the PPG. Comments and suggestions were invited from all members. The questionnaire results will be collated in 2 weeks and results circulated.

Complaints about the music played in the waiting areas. Due to patient confidentiality it was felt that some form of distraction was needed to avoid private conversations taking place in the nurse's rooms being overheard and that is why music is played. There will be a short questionnaire asking for suggestions for alternatives to Radio 2 over the next week.

### On Line Access

On line access for appointments and on line prescription service was very well used but it is an on-going quest to have more patients sign up for this service. Some responses already received from the patient survey showed that some patients are still unaware of the on-line appointment and prescription requests facility. There are plenty of notices promoting the facility however these won't necessarily be seen by patients who do not attend the surgery very often.

It was suggested that the availability was not widely known and adverts for the Shelley Magazine and the Over 60s notice Board in Shelley village Hall could be displayed.

On line access to your own medical record is now available for suitable patients. A pack is available from reception to assess suitability.

Remote monitoring of selected conditions will begin later this year starting with coeliac patients.

### Anticoagulant Clinic Survey

The feedback from this survey was really excellent. All patients were very satisfied with the service.

More staff are being trained to help run this service.

### Any Other Business

Photographs of the medical staff are still not being displayed. Julie explained that due a shortage of staff certain things were were proving difficult to implement. For example notice boards and staff photos. Staff are taking the last of their annual leave before the end of March which was having a knock-on effect on the number of staff working on the next few weeks. There is currently one FY2 GP and one new registrar with one registrar on sick leave. Dr Priestman's impending retirement in the next 18 months is been planned for . He will be taking the whole of April off before returning but on a three day week, Monday, Tuesday and Wednesday.

On February 17<sup>th</sup> a new appointment system was implemented with possible teething problems.

Currently there are no routine online appointments available and routine appointments with a specific GP were not available until well into March.

Efforts to recruit receptionists are proving difficult. Dr Priestman's hours will be replaced with Nurse Practitioner hours and the part time GP will not be increasing their hours. Hopefully some of these problems will have been resolved before our next meeting. These points would be reviewed at the next PPG meeting.

**Meeting ended at 7-00pm. The next PPG meeting will be at 6-00pm on Monday April 7<sup>th</sup> at Kirkburton Health Centre**