

PATIENT PARTICIPATION GROUP MEEETING

The Northolme Practice

Date: Monday 20th August 2012

Present:	RC DB JH KH GR BR AG PH DS		
Agenda items: 1 Apologies	PL RJ AB PG DN		
	Decision/Agreed action	Action by	Date
2 Minutes from last meeting	Minutes agreed from last meeting		
3 Matters arising	<ul style="list-style-type: none"> Pharmacy is now up and running Acronym list is now available but the group will endeavour to avoid using acronyms during meetings Patients survey questionnaire– ongoing Patient information Slips are being attached to repeat prescriptions to raise awareness of how the appointment system operates Abdominal aortic aneurysm screening clinics still ongoing Two new ECG machines have been ordered through West Yorkshire Cardiac Network to support the routine screening of patients over 65 who are found to have an irregular pulse. 		
4 Telephone system and text messaging service	<ul style="list-style-type: none"> Text messaging service is working well. Practice is reviewing the “Did not attend” rates. In January 184 appointments were lost through patients not attending their appointments; this had been reduced to 124 in May. Further figures awaited for June and July 	Ongoing – awaiting further figures	

	<ul style="list-style-type: none"> Enquiries have been made regarding a telephone stacking system to alert patients where they are in a telephone queue. It is possible to update the present telephone system however; a further meeting is required to look at this along with the cost implications. 	Further meeting required with suppliers	
5 Calderdale Health Forum	Two patient representatives from the Group attended the first meeting of the Calderdale Health Forum. The meeting was informative and well attended by patient representatives from GP practices across Calderdale. There was plenty of opportunity to ask questions. It is planned to hold meetings every 3 months. Notes from the meeting have been circulated.		
6 Patient Questionnaire	<p>General feedback from the sample questionnaires confirmed that favoured questionnaire was the General Practice Assessment Questionnaire. It was agreed that this could be adapted to suit the practice and the Patient Group requirements. The Group agreed on the changes and adaptations. Adele agreed to produce the first draft which would be circulated to all members of the group to comment on.</p> <p>Members of the group volunteered to hand questionnaires out to patients at flu clinics. Dates of flu clinics to be confirmed separately due to a delay in vaccine delivery.</p> <p>Northolme - Patient Participation Group Member, name badges to be produced</p>	<p>Circulate flu dates to patient group to confirm availability</p> <p>Name badges required</p>	
7 News from the practice	<p>A bench will be placed at Northowram surgery in memory of Dr Brown. Discussions are taking place as to where this will be sited.</p> <p>Flu clinics – This year the practice is offering pulse checks for the over 65's for all patients attending for their flu vaccination. The simple check can determine whether your pulse may be irregular. The checks are not compulsory but will form part of the flu clinic routine.</p> <p>There has been a change over of GP Registrars at the practice. New Drs include, Dr A and W who will be with the practice for the next 12 months and Dr K, who will be here for 4 months.</p>		

	There has been a good uptake from patients responding to the invitation to attend surgery for a Cardiovascular NHS Health check.		
8 AOB	No other business		
Date of next meeting:	The next meeting will be held in November. Date to be confirmed.		