

PATIENT PARTICIPATION GROUP

The Northolme Practice

Minutes of Meeting

Date: Monday 21st May 2012

Present:	RC DB JH PH BR PG AG DS AB		
	Decision/Agreed action	Action by	Date
Agenda Items:			
1 Apologies received from:	DN JT GR		
2 Minutes from the last meeting	It was agreed that these were an accurate reflection of the last meeting		
3 Matters arising	<p>Pharmacy at Northowram – There has been a delay in the opening the Pharmacy at Northowram which is now due to open on Monday 28th May 2012</p> <p>Acronym list – when will this be available? The Practice will work on pulling this together for the Group. Everyone was to bear this in mind and where possible to avoid using acronyms during the course of the meeting.</p>	Practice	Review at next meeting July 2012
4 Discussion and planning of patient survey	<p>The Group had previously discussed the content of the practice survey based on the areas identified by the Group.</p> <p>The Group agreed that the practice appointment system would be a good area to concentrate on for the survey for the current year.</p> <p>Three sets of questionnaires were shared with the group. It was agreed that the group would take these away to review and return them to the practice with feedback in terms of “what they felt about each survey, what questions they did and did not like and with any other suggestions”.</p>		

	<p>The questionnaires will be sent with a copy of the minutes to members who had been unable to attend the meeting.</p> <p>Everyone was asked to return their comments by 7th June to allow the practice to collate the responses in time for the next meeting.</p> <p>Some members of the Group volunteered to help distribute patient questionnaires and help patients complete these where required.</p> <p>Suggestions for engagement of patients to complete the survey included:</p> <ul style="list-style-type: none"> ▪ Attach to prescriptions ▪ Distribute in surgery times, blood & baby clinics ▪ Produce large print questionnaires ▪ Internet ▪ Send out with recall letters ▪ Work with local pharmacies attached to surgeries ▪ Incentivise by offering a prize draw 	<p>Practice</p> <p>Return to the practice by 7th June</p>	<p>Within 1 week</p>
<p>5 News from the Practice</p>	<p>After the Bank Holiday, the practice would be attaching slips to repeat prescriptions raising awareness about how the appointment system works. This would also be included in the next Practice Newsletter</p> <p>Delay in Pharmacy – please see “matters arising”</p> <p>Abdominal Aortic Aneurysm screening clinics have commenced at Kos. All men aged 65 will be invited to attend for screening. If patients over 65 wish to be screened they can contact the National Helpline who will arrange for patients to be screened.</p> <p>Text messaging service is working well. The practice is working hard to collect mobile numbers and to date over 5,000 have been recorded. The practice will be doing a comparison to compare “did not attend” figures before and after commencement of the service.</p> <p>Adele gave a presentation to the Doctors at the surgery earlier this month on Services offered by West Yorkshire Cardiac Network in</p>	<p>Practice</p> <p>Practice</p>	<p>June 2012</p> <p>Review at next meeting</p>

	the screening of patients who may have undiagnosed atrial fibrillation. This would involve screening all patients over 65. The practice has agreed to commence a screening programme for patients at the practice. The Practice is the first to sign up to this in West Yorkshire		
AOB	<p>Telephone system Discussion took place regarding the telephone system and whether the practice had considered having a telephone system that placed telephone calls in a queuing system. The practice has held discussions some time ago on this and it had been decided not to adopt this type of telephone system. However, the practice would make some further enquiries about the different systems that are available.</p> <p>Surgery Closed A member of the group asked if both surgeries had been closed all day on the 17th May. The practice confirmed that this is known as a "PENPALS" training day when both surgeries are closed in the afternoon. This is for a training and educational event for all Doctors, Nurses and Practice Staff. Patients can always ring the surgery to obtain a contact number to access a Doctor during this time. Notices are placed in the surgery leading up to the day and also on the front doors of each surgery. PENPALS afternoon occur once per month with the exception of August due to holiday season.</p>	Practice	Next meeting
Date of next meeting:	It was agreed that the next meeting should take place in early July		Monday 9th July 2012