

THE NORTHOLME PRACTICE

Patient Participation Group

Minutes

Date: Tuesday 26th September 2017
Meeting held in the Annex at Kos

Present: **Practice Staff**
Diane Harris – Practice Manager (Chair)
Jenny Heavyside – Clinical Information Manager
Richard Nicolas- IT Manager
Karen Ding - Reception Manager

Patient Group
Andy Brander
Jennifer Cook
Sue De Lacy
Enid McBride

	Decision/Agreed action	Action and date
Agenda Items:		
1 Apologies & new members	Barry Meadowcroft, Fiona Hubbard, Jennifer Lawton and Philomena Lorrinan	
2 Minutes from last meeting	Minutes agreed from last meeting	
3 Matters arising	<ul style="list-style-type: none">Magazine racks at both sites. Following discussion with the providers it has been agreed that the stands would remain in place with the following disclaimer:-<i>"this practice does not accept any liability for the products and services featured on this unit"</i>.TV Screens have been updated to highlight to patients that one appointment is for one problem and that patients can book double appointments if they feel this is required.Parking at both sites. Notices have been displayed in waiting rooms, on TV screens and publicised in the newsletter reminding patients that cars parked in the surgery car parks are done so at the owner's risk and when parking on the road side to be mindful of not blocking resident's drives and access.	Completed Completed Completed
4 Friends and Family	Patient comments from the Friends and Family test between April and August 2017 were shared with the group. The practice confirmed these were just the comments suggesting areas of improvement and did not include compliments. The practice regularly shares in house all patients comments and compliments whether positive or negative and where possible will make improvements to improve patient experience.	

	<p>Any changes made as a result of patient comments is shared and publicised in the waiting room, website and the practice newsletter.</p> <p>The Group suggested it would be useful to include the number of actual compliments received in comparison to the number of comments. This information will be circulated with the minutes. (Appendix A)</p>	Include with circulation of minutes
5 Online update	<p>Currently the practice has 2,094 patients registered for online services which equates to 14%. As part of the GMS contract the practice has to ensure that at least 20% of its population has registered for online services by the 31st March 2017. With this in mind the practice has set a weekly/monthly target to achieve this by the 31st March.</p> <p>The Group suggested having additional 'online registration' flyers around in baby clinics, with midwives and practice staff during flu clinics</p> <p>The practice is working on developing policies and protocols to support and underpin patient access to their own detailed coded record.</p>	Practice to action immediately
6 Annual Report	<p>Annual Report reviewed and agreed with the following amendments to be made to the report:</p> <ul style="list-style-type: none"> • Patient Group Numbers in the profile and gender breakdown do not tally. • No mention of the Health Forum and the attendance by Patient Group Members 	
7 Feedback from the Health Forum	<p>Members of the group who attended the Forum were unable to attend tonight's meeting to give their feedback.</p> <p>The date of the next Health Forum will take place on Tuesday 12th December 2017.</p> <p>The Group mentioned that the Elsie Whiteley Centre was not accessible for a lot of people particularly with some of the parking being not being onsite and that the area was not well lit. The Group asked that this be fed back to the CCG.</p>	Practice to feedback to CCG
8 Feedback from practice survey Re: funding for Improvements	<p>The practice survey was commissioned and conducted on behalf of the National Health and Safety Executive (NHSE) to inform the overall Estates Strategy which would support any discussions/decisions around premises funding. Bids had to be submitted by June 2016 and this was oversubscribed. The NHSE have currently no plans to open up further opportunity for applications for premises funding.</p>	
9 Flu Clinics	Flu vaccine has arrived and flu clinics have commenced	

	<p>which are mainly by appointment. Two open surgery sessions have been arranged for a Saturday 7th October 8am – 12 noon and at Northowram on the 21st October.</p> <p>Pharmacies received their vaccine at the beginning of September enabling them to start vaccinating patients before the surgery.</p> <p>Discussed publicity avenues the practice utilizes to promote the flu campaign. Suggestions were made with regard to the practice looking at the possibility of using social media, Grapevine and Northowram webpage – ‘What’s on in Northowram’ (contact address info@northowram.org)</p>	Practice to investigate
10 Practice Access Plan	<p>The practice has signed up to the Calderdale GP Access Incentive Scheme to ensure we comply with the GP contract in relation to patient access to services at the practice.</p> <p>An overview of the scheme was presented to the Group with details of the service outcomes including:</p> <ul style="list-style-type: none"> • Improving patient access and experience • Ensuring the practice offers a minimum standard offering 70 appointments per 1,000 head of population per week • Ensure people are assessed with an urgent clinical need and have same day access to their GP Practice <p>The Practice confirmed it had undertaken a two week audit looking at the total number of appointments available and of these how many were pre-bookable and book on the day along with the daily demand for appointment requests between 0 – 10 days and 10 days plus.</p> <p>The surgery will be extending its core hours to 6.30pm at Kos to provide patient access to a clinician.</p> <p>The practice plan has been shared with group prior to the meeting and discussion took place as to how the practice will achieve these standards in line with the Scheme and ultimately the GP Contract.</p>	
11 News from the Practice	<ul style="list-style-type: none"> • Health Visitors are no longer based at Northowram Surgery and are currently employed by Locala though the still run clinics at the practice • We have 2 new registrars Dr Lynch and Dr Barclay. Dr Ratyal left us at the beginning of August and Dr Alam, FY2 is with us until December • Practice Nurse Lauren is currently on maternity leave having had a baby boy and is due to return next May/June • Ellen Shaw, Nurse Practitioner has retired. The practice has failed to recruit but will be interviewing again next 	

	<p>week</p> <ul style="list-style-type: none"> • Michele one of the receptionists from Northowram retired at the end of September after working 10 years at the practice • We have a new receptionist, Sharon at Northowram who started on the 1st September • Scarecrow festival raised a lot of money. A representative of Northowram Village Society has been to offer to re vamp the empty ground as you turn on from the main road at Northowram, all this will be funded and maintained by the Society from the funds from the Scarecrow event. Not sure at the present time when work will commence. 	
AOB	<ul style="list-style-type: none"> • Improved Access to GP Services NHS Calderdale Clinical Commissioning Group (CCG) wants to improve healthcare available to people living across the Borough <p>NHS England will be giving additional funding to enable CCGs to plan and buy services to make sure that everyone has access to GP services.</p> <p>This will be routine pre-bookable appointments at evenings and weekends. This may not be in your local surgery, but would be offered at other locations across Calderdale.</p> <p>The CCG is asking for Patient views by filling in a survey and returning it to the freepost address provided or completing the surgery online at: http://www.smartsurvey.co.uk/s/ImprovedGPAccessCald/</p> <p>If you would like more information visit www.calderdaleccg.nhs.uk</p> <ul style="list-style-type: none"> • Commissioning Primary Medical Services Committing – Public Meeting to be held on Thursday 5th October at 4.00pm in the Bay Area Conference Room at The Elsie Whiteley Innovation Centre, Hopwood Lane, Halifax. For a copy of the agenda visit www.calderdaleccg.nhs.uk • Practice Newsletter – to be circulated to Group members • FreeStyle - Libre from Abbots Diabetes Care – From the 1st November 2017 will be available for diabetic patients. 	For Drs Meeting
Date of next meeting:	February 2018	