

THE NORTHOLME PRACTICE

Patient Participation Group

Minutes

Date: Wednesday 19th March 2014

Present: RC
DB. Practice Manager (Chair)
JH. Clinical Information Manager
JA. Practice Administrator
KH, BM, EM, AB, PB, PG, AG.

	Decision/Agreed action	Action and date
Agenda Items:		
1 Apologies	PH, GR, DN, PL.	
2 Minutes from the last meeting	Minutes agreed as being accurate reflection of the meeting.	
3 Matters arising	<p>Life Channel currently working at Northowram but not at Kos. To look at adding practice specific information, presentations etc for patients. Practice to review licence and give notice as not felt adequate service to patients.</p> <p>Calling board to include more information for patients. However we are restricted to the number of characters we can display on the Jayex.</p> <p>Waiting room notice boards tidied and streamlined. Further work being undertaken on 10th April also booklets being implemented for each waiting area for patients to look through to reduce amount of information on the walls.</p> <p>Suggestion to display more information regarding Health Promotion and Sexual Health related issues for teenagers including contact and where services can be accessed etc. This could be displayed in the porch allowing privacy and discreet access for patients well away from the main waiting room. Work has begun on this.</p> <p>Supporting Independent living- to be an ongoing item on the agenda.</p> <p>DNA appointment report has been processed which indicates numbers of lost time.</p>	<p>Practice to investigate</p> <p>Practice</p> <p>Ongoing</p> <p>Practice</p> <p>Practice</p>

	<p>Reports run from September 2013 to March 2014 showing DNA's are as follows</p> <p>2013</p> <p>September 28 ¾ hrs</p> <p>October 33 hrs</p> <p>November 30 hrs</p> <p>December 39 hrs</p> <p>2014</p> <p>January 36 ¾ hrs</p> <p>February 26 ¾ hrs</p> <p>March 33 hrs</p> <p>Calderdale Carers project – Practice GP's District Nurses, Health Visitors, Practice Nurses given a presentation on the Carers Project and the work they do. Information also available on the practice website.</p> <p>To be included in the practice next newsletter May / June.</p> <p>IT – to date, the practice has collected over 8.000 mobile telephone numbers and over 450 email addresses. Work ongoing.</p>	
<p>4 Progress review of action plan 2012/13</p>	<p>The patient survey action plan is still being worked on and are as follows</p> <p>Information and Communication</p> <p>IT</p> <p>Telephone and appointment system</p> <p>DNA appointments</p> <p>Repeat prescription request</p> <p>Wheelchair access & parking at Kos Clinic</p> <p>Resurfacing road at Kos Clinic.</p> <p>Practice Newsletter It has been added to the website to increase circulation.</p> <p>Notice boards have been tidied up and leaflets and information have been made available in the reception areas.</p> <p>Information and Technology Slips are still being given out to patients and we have so far collected over 8,000 mobile numbers and 450 email addresses. We will continue handing out the slips and also ask patients for their mobile number when making an appointment.</p> <p>The Life channel. Is up and running at Northowram, although still not working at Kos. Numerous phone calls have been made without success. To follow up</p>	<p>Ongoing and review at next meeting</p> <p>Ongoing and review at next meeting</p>

	<p>with other practices and to put in a formal complaint.</p> <p>DNA Appointments Looking at this with IT with a view to do on a daily basis. All Gp's to be consistent. To advertise in reception areas as what the procedure will be and the possibility of text messaging. 3 DNA's in 6 months</p> <ol style="list-style-type: none"> 1. Text message/phone call 2. Letter 3. Practice manager to follow up. <p>Blood tests results As previous meeting clinicians informing patients of their blood test results via text messaging where appropriate.</p> <p>Repeat prescription request Work is still ongoing with online requesting. Requests for repeat dispensing And for nurses to be able to do repeat dispensing. Group members happy to take part in trial.</p> <p>Wheelchair access & parking at Kos Clinic Completed and 2 disabled parking spaces are now available at Kos.</p> <p>Website To carry out further work on the website and to look at requesting prescription via email. Pricing of new screens for notices relevant to the practice. News flashes on the website.</p>	<p>Ongoing and review at next meeting</p> <p>Ongoing and review at next meeting</p> <p>Ongoing and review at next meeting</p> <p>Completed</p> <p>Ongoing and review at next meeting</p>
5. Patient survey and draft report	<p>Thank you to all who helped with the data imputing, it was very time consuming and the help was much appreciated.</p> <p>We handed out 1250 patient questionnaires and we received 992 back.</p> <p>It was agreed to condense the comments received due to the volume received.</p> <p>Agreed to look at the high achieving areas/questions of the questionnaire and perhaps not to include these questions on future questionnaires and to include areas/questions where we need to make improvements.</p> <p>To carry out the patient survey at a different time of year rather than the flu clinics and winter months.</p>	
6 Calderdale Health Forum	<p>A member of our group attended the meeting. He felt the agenda disappeared as too many questions were being asked and concerns about data. There was a lot of paper work to look at so you couldn't listen to the speaker and follow the paper work at the same time. He felt the meeting lost it's way, no structure to the meeting and no feedback at the end of the meeting. Overall with the NHS speak which is not easily</p>	

	understandable the find area was found not very user friendly, as they do not understand the NHS jargon/abbreviations, if it could be in a more understandable way for them	
7 Patient Questionnaire 2014/15	Looking at sending out 100 at a time over a period of time. To look at changing some of the questions so patients are understanding the question and not just ticking boxes. Questions to be general and for all age groups. Barry happy to look at and help with. We need to focus on what we are failing on and not what we are exceling on. Also to look at patients putting their names on the questionnaires, also copies to be put in the waiting rooms and also on the website.	
8 Care Quality Commision	The practice continues to work towards CQC standards.	
9 News from the practice	New electronic door fitted at Northowram and power assisted doors fitted at Kos. New flooring is currently being fitted in all consultation rooms at both sites. Lynette our health care assistant has left and gone back to working with our district nursing team, so hoping to recruit shortly. Taking part in the Northowram scarecrow trial.	
10 AOB	Adele briefly updated the group on an area of work she is currently involved in with 10cc. 10 cc is the 10 CCG groups in West Yorkshire who came together to look at ways of collaborative working i.e. where working together we can look to improve care to patients.10cc have identified for the 2-5 year strategic plan 4 areas (Stroke, Cancer, Paediatrics and Urgent Care) this is not however to replace any work locally that any CCG agree to plan/undertake in terms of other priorities in other areas. Adele is involved in the Stroke priority which will initially focus on Prevention and Long care and Management for stroke patients.	
11 Date of next meeting:	The date of the next meeting Monday 16 th June.	