

THE NORTHOLME PRACTICE

Patient Participation Group

Minutes

Date: Monday 16th June 2014

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

	Decision/Agreed action	Action and date
Agenda Items:		
1 Apologies	RJ. Standing down PH, GR, PB.	
2 Minutes from the last meeting	Minutes agreed as being accurate reflection of the meeting.	
3 Matters arising	<p>Life Channel now working at both Northowram and Kos. Practice complained about the length of time it had taken for them to get back to us and had therefore given notice. No response from them. Entered into a 5 year contract.</p> <p>We are still restricted to the number of characters we can display on the Jayex. We will again look at the possibility of increasing this with a view to adding more information. Possibility of TV monitor with practice information.</p> <p>Waiting room notice boards tidied and streamlined. Still looking untidy at Kos with some notices being too small to read for some patients. Further notice boards have been put up in the corridor at Kos with topical information on. Booklets are now in place at both sites for the waiting areas for patients to look through to reduce amount of information on the walls. To look at having a notice board displaying what services Broad Street Plaza have to offer. Doctors are also able to print off leaflets of a more personal matter when asked by the patient in a consultation. Work is still ongoing.</p> <p>DNA appointment report has been processed which indicates numbers of lost time.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

	<p>Reports run from April 2014 and May 2014 showing DNA's are as follows 2014</p> <p>January 36 ¾ hrs</p> <p>February 26 ¾ hrs</p> <p>March 33 hrs</p> <p>April 23hrs showing a drop in missed appointments</p> <p>May 29 hrs showing a rise again.</p> <p>To look at ringing patients and if 3 DNA's then the possibility of patient being removed from the Practice list .</p> <p>Also to look into a text reminders being sent at 1pm the day before. Feedback from this has shown this to be a bit hit and miss so the practice to look at doing an audit on how many text messages have been sent.</p> <p>Also IT do not always give us an answer as to why this should happen. IT Manager to follow up.</p> <p>Calderdale Carers project – Practice had the carers project attend for a day at both Kos and Northowram on the 9th & 10th June to promote the service.</p> <p>Information also available on the practice website.</p> <p>IT – to date, the practice has collected over 9.031 mobile telephone numbers and over 1,000 email addresses. Work ongoing.</p>	
4 Calderdale Health Forum	<p>Again a member of our group attended and again a lot of NHS jargon/abbreviation were used.</p> <p>Dr Cleasby played an active part in the meeting and realized there was a problem with what patients wanted to do. There were lots of question and answers that people didn't understand and therefore not answered.</p> <p>There were 2 people at the back of the room available to discuss any problems but this didn't work and didn't happen. Members felt to be going in blind and not knowing what was going on. They feel they can't listen and work at the same time and they feel it is difficult to understand.</p> <p>Looking at practice staff attending.</p> <p>Sara and Mora are looking to work with the Forum, Practices and Patient Groups redesigning posters, leaflets, offering training and talking to patient groups .</p> <p>They are happy to come along and talk to the group and attend the next meeting and also offer training.</p> <p>Discussed having a dedicated board for the PPG in the waiting room</p>	
5 Format of future meetings	The group was asked if they would like to chair the meeting but all agreed happy for it to stay as it is.	
6 Postage and email addresses	The group are happy to share telephone numbers and email addresses so they can arrange to attend meetings together rather than alone.	

7 Patient survey 2014/15	It was agreed to look at the national patient survey results and the friends and family test in the future. Guidance for the friends and family test will be available from October. The group agreed to develop an action plan based on the national patient survey results and the friends and family test. Barry agreed to help again this year.	
9 News from the practice	Lynn Scott our new healthcare assistant has settled in well. Dr Malone and his partner Katie have had a little boy, family all doing well. In August we have a changeover of registrars. Over the next 2 weeks we are having new flooring in all the doctors room at Kos followed by the remaining doctors rooms at Northowram We have a new ultrasound service and appointments are available at Kos clinic on Friday's.	
10 AOB	Future meetings to be rotated if possible as some struggle with Mondays. Suggestions to alternate between the 2 sites but no meeting rooms are available at Kos. Terms of references reviewed and all happy with.	
11 Date of next meeting:	The date of the next meeting will be September/October. Sara and Mora to be invited to the meeting and give a talk.	