

# THE NORTHOLME PRACTICE

## Patient Participation Group

### Minutes

**Date:** **Monday 8<sup>TH</sup> April 2019**  
Meeting held at Northowram

**Present:** **Practice Staff**  
D H – Practice Manager (Chair)  
J H – Clinical Information Manager  
R N- IT Manager  
J A – Practice Administrator  
K D -Reception Manager  
**Patient Group**  
A B  
B M  
S D L  
F H  
J L  
M B  
P L

	Decision/Agreed action	Action and date
<b>Agenda Items:</b>		
<b>1 Apologies &amp; new members</b>	R C and P C S C has unfortunately resigned from the group for the time being. We expressed our thanks for the valued support which she has shown during her time with the group	
<b>2 Minutes from last meeting</b>	To ask the PPG if they have or would like to add anything to the newsletter.  The next newsletter will be our Summer Edition and the PPG will be asked early June for any items that may be of interest.  To write to PPG members who have not attended for some time, this is in line with our Terms of Reference.	J A to write to the PPG members as discussed in the meeting
<b>3 Matters arising</b>	Matters arising to be discussed within the agenda.	
<b>4 Friends and Family</b>	Copies were handed out to the group showing the positive and negative comments received from September 2018 to February 2019. Friends and Family days are still running monthly and we extend our thanks to SD and PL for giving up their valuable time to help out at our Friends and Family	

	<p>days.</p> <p>PL was unsure if she was allowed to look at the comments from the patient feedback forms. SDL discreetly looks at the comments and advises as appropriate.</p> <p>The managers meet each month and choose/pick out 3 items from the comments and action each month.</p> <p>The CQC inspectors were pleased to see we were acting upon this.</p> <p>We accept feedback from any angle we can get, text messaging, verbal etc.</p> <p>Appointments and getting through on the telephone is still a common point.</p> <p>We are looking to "GO LIVE" with our new telephone system on Wednesday 10<sup>th</sup> April during our protected time afternoon. However due to circumstances which were out of our control this did not happen We are now looking at a new GO LIVE date, Wednesday 12<sup>th</sup> June (protected time afternoon)</p>	
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<b>5 Online Update</b>	<ul style="list-style-type: none"> <li>• Uptake RN circulated a patient online print out showing our latest figures of 28% uptake. NHS England - set a desirable target of 30%</li> <li>• Prescriptions Online requests are hitting 1000 a month compared to 700 this time last year. BM raised the issue, who is responsible for taking off medication which is no longer needed by the patient. This also applies to online requests. We have 6/12 month medication reviews by Nurses and Clinicians.</li> <li>• Appointments 25% of our appointments are offered online and we have 1050 appointments in total a week. We are looking into staggering the release of online appointments which are available to book 4 to 6 weeks in advance.</li> <li>• Development View to releasing this year Proxy Access and access to medical records.</li> </ul>	
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<b>6. Flu Update</b>	<p>This proved to be challenging this year due to the 2 types of vaccines and the staggered delivery dates. Due to this we ran out of vaccines and this caused some of our patients to go to the pharmacy to have their vaccines.</p> <p>For this year 2019 we have been given earlier delivery dates for our vaccine.</p> <p>We will be holding our flu meeting shortly and invites will be sent out to patients in August.</p> <p>We will have pre bookable appointment available.</p>	
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<b>7 Feedback from the Health Forum</b>	<p>BM provided an update on the meeting he attended which included guidance from the National Association for Patient Participation (NAPP). The group felt we did not have the skill set to undertake this.</p> <p>The next meetings are as follows Tuesday 11<sup>th</sup> June, Tuesday 17<sup>th</sup> September and Tuesday 17<sup>th</sup> December</p> <p>The meetings will be held at Bay Area Board Room, Elsie Whiteley Innovation Centre, Hopwood Lane, Halifax, HX1 2YS. 5.30pm – 7.30pm.</p>	
<b>8 DNA</b>	<p>We have a new process in place. The protocol was circulated prior to the meeting. Patient who DNA twice in 6 months could receive a formal letter if this is thought appropriate by the clinician.</p> <p>In the last 12 months 155 patients have had a first warning letter</p> <p>If a patient then DNAs a third time in 12 months this will go to a Doctors meeting for discussion as to whether the patient is removed from the Practice list. 5 patients have been removed from the list.</p> <p>When an appointment is booked online patients do not receive a text message reminder, RN explained this is extremely difficult to do and may need to speak to other Practices to see how this is managed.</p> <p>A new software (APEX) is coming out which may check DNA/online and could be a more friendly system.</p>	RN to look at
<b>9 Looking out for our neighbours</b>	<p>General discussion within the group and looking at different areas as to the needs for this.</p> <p>This links into Staying Well.</p> <p>In Northowram there is an activity group at Heywood Church.</p>	

<b>10 University of Bradford</b>	<p>This was discussed at the meeting and a letter circulated to see if any interest. This was about stopping medicines.</p>	
<b>11 News from the Practice</b>	<ul style="list-style-type: none"> <li>• New Telephone System This was discussed under item 4.</li> <li>• CQC Our CQC Inspection took place on 9<sup>th</sup> January. The Practice has been rated as good overall and good for all population groups. The Practice has been rated as requires improvement for providing a safe service. The Practice was previously inspected by the Care Quality Commission in June 2015 and rated good overall. Details of the inspection can be found on the CQC website.</li> <li>• Areas for improvement: Disposable curtains not dated, cords on blinds not secured to the wall, all bins in clinical rooms needed replacing.</li> <li>• Chaperone Training. All reception staff to have a Disclosure &amp; Barring Service (DBS) check, all checks are now in place.</li> <li>• Blood clinics. As from 1<sup>st</sup> June 2019 Blood clinics will held Monday Kos clinic (annexe) 8.00am to 11.30am Friday Northowram surgery 8.00am to 11.30am</li> <li>• Podiatry Podiatry will move to Kos clinic (annexe) on a Friday morning as we will have no room capacity at Northowram.</li> <li>• Retirement Lynn HCA will retire at the end of June, we wish her a long and happy retirement.</li> <li>• The HUB This will move from Southowram to Rastrick Health Centre, Monday, Wednesday and Thursday evenings between 18.30 -20.00 and at Spring Hall Group Practice on a Saturday and Sunday between 10.00-14.00 plus Bank Holidays between 10.00-11.30  Posters are displayed in the waiting areas.</li> <li>• New GP contract. Primary Care Networks – Practices will form groups to work together. Social Prescribing – Introduction of social prescribing</li> </ul>	

	link workers, further information to be circulated . Local arrangements to be in place by 1 <sup>st</sup> July.	
<b>12 AOB</b>	Discussed confidentiality contract and do we need one in the surgery when we deliver our Friends & Family days. Agreed a confidentiality contract will be drawn up.	RN agreed to do
<b>Date of next meeting:</b>	Discussed to hold 2 meeting a year. Next meeting September 2019.	