

THE NORTHOLME PRACTICE

Patient Participation Group

Minutes

Date: Monday 17th September 2018
Meeting held at Kos

Present: **Practice Staff**
Diane Harris Practice Manager (Chair)
Jenny Heavyside Clinical Information Manager
Richard Nicholas IT Manager
Judith Anderson Practice Administrator
Karen Ding Reception Manager

Patient Group
AB, BM, SDL, FH, JL, SC, DS, MB, PL.

	Decision/Agreed action	Action and date
Agenda Items:		
1 Apologies & new members	Dr Cameron and Mr PC A warm welcome to MB.	
2 Minutes from last meeting	The newsletter to be sent electronically to the PPG. To ask the PPG if they have or would like to add anything to the newsletter. To write to PPG members who have not attended for some time, this is in line with our Terms of Reference.	
3 Matters arising	Matters arising to be discussed within the agenda.	
4 Friends and Family	Copies were handed out to the group showing comparisons from the last meeting. From January 18 to August 18 we had 357 positives and 121 negatives. Thank you to SD and PL for giving up their valuable time to help out at our Friends and Family days. PL was unsure if she was allowed to look at the comments from the patient feedback forms. While handing out the F&F forms which have been updated recently with smiley faces, SD has asked for a supply of newsletters which can also be handed out as some patients are not aware we have a newsletter.	

	<p>SD and PL also inform the patients about the HUB which is held at Southowram Monday to Friday and Spring Hall on Saturday mornings.</p> <p>Appointments and getting through on the telephone is still a common point.</p>	
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<p>5 GP National Survey</p>	<p>Results of the National Survey. This is carried by Ipsos Mori on behalf of NHS England. www.england.nhs.uk/statistics/2018/08/09/gp-patient-survey-2018/</p> <p>Patients are chosen at random Patient Survey Results - from the national patient survey for GP Practices released</p> <p>90% of respondents describe their experience of making an appointment as good 94% of respondents were satisfied with the type of appointment they were offered 66% of respondents usually get to see or speak to their preferred GP when they would like to A more detailed report is available online.</p> <p>We rate very well compared with other Practices.</p>	
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<p>6. Online Update</p>	<p>Latest figures for January to August 2018 are looking very positive, 25% registered for online service. This time last year we were 13 ½ %</p> <ul style="list-style-type: none"> . Appointments online. 552 appointments were made online in August, 552 less phone calls on reception . Prescriptions can also be done online which is convenient for patients. <p>Demographics showed the varied age groups, this showed more of the older age group registering online than the younger age group.</p> <p>The targets set by NHS England last year was 20% which we have reached. The target set for March next year is 30% which means we need another 110 new patients a month.</p> <p>There is no change to proxy access yet and no date set as this is in the pipeline.</p>	
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	<p>We are also looking at introducing more online availability within the Practice.</p> <p>Online appointments are ok for patients who want to book in advance but difficult when a patient wants to book on the day, no online appointments available at present for book on the day.</p>	
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<p>7 Feedback from the Health Forum</p>	<p>No group members attended the September forum meeting. A copy of the minutes from the September meeting will be circulated when available for all members to read.</p> <p>The date of the next meeting is Tuesday 11th December.</p> <p>The meeting will held at Bay Area Board Room, Elsie Whiteley Innovation Centre, Hopwood Lane, Halifax, HX1 2YS. 5.30pm – 7.30pm.</p>	
<p>7 Flu update</p>	<p>Our Flu Campaign runs from 1st September 2018 to 31st March 2019.</p> <p>Letters and text messages have been sent out to invite all patients in the “at risk” group.</p> <p>All patients eligible have had their first invite.</p> <p>This year we have 2 different flu vaccines – 1 for patients over 65 and 1 for patients 18 to 64. The vaccines this year have different strains, 1 vaccine has 3 strains and 1 vaccine has 4 strains.</p> <p>This year we have had difficulty with the ordering and delivery dates of the flu vaccine.</p> <p>Patients who are invited for their flu vaccine may also be asked if they would like the pneumococcal or shingles vaccine if they are eligible, but to note only 2 vaccines can be given at any one time so the patient would be asked to book a further appointment if all 3 were required.</p> <p>Children between the ages of 2 to 18 will be invited for the flu vaccine. The Practice has not had a delivery of this vaccine as yet.</p> <p>We have 4,897 patients eligible for the flu vaccine 800 patients eligible for the pneumococcal vaccine</p>	

	<p>325 patients eligible for the shingles vaccine.</p> <p>Pneumococcal and shingles vaccines are routinely asked each year for patients who have not had them.</p>	
<p>9 DNA</p>	<p>From July this year we are monitoring the DNAs If a patient DNAs twice in 6 months the GP decides whether a 1st letter is appropriate.</p> <p>Appointments booked online do not receive a confirmation of the appointment or a text reminder the day before, this has been raised before. If an online appointment is booked out of surgery hours a reminder is not sent. The Practice will look into this.</p> <p>All booked appointments can also be cancelled online or by text message.</p> <p>It was mentioned that some Practices do not sent text message reminders to patient.</p> <p>DNAs to be included in the Newsletter.</p>	
<p>9 News from the Practice</p>	<p>We are currently having a staff turnaround , some reception staff have retired and therefore a slight loss of experience, but we welcome our new team members</p> <p>We are looking at moving a blood clinic to Northowram in early 2019, we have not yet decided if this will be a Monday or a Friday.</p> <p>In August we had a changeover of Registrars and FY2 We welcome our registrars, Dr Jonathan Sutcliffe, Dr Anna Williams and Dr Samrah Hashmani, and welcome Dr Hannah Hughes our FY2.</p> <p>We are looking at a new telephone system with BT which should have gone live in August. Due to a problem with fibre optic cabling in the local area at Northowram the date has been put back. BT are working to resolve this. Overall functionality will be better for the Practice and the patients. The current phone system we have is not geared up to the Practice size therefore having a huge problem with the queuing system.</p> <p>We are looking at having 1 telephone number across both sites.</p>	

<p>AOB</p>	<p>It was suggested to write to all members who have not attended recent meetings to ask if they still wish to be a member of the PPG.</p> <p>Agreed to 2 meetings a year to be held in the lighter months.</p> <p>We have a full team of clinicians, 6 GPs 4 Advanced Nurse Practitioners 3 GP Registrars 1 GP FY2 1 Advanced Practice Nurse 2 Practice Nurses 1 Treatment Room Nurse 2 Health Care Assistants. We feel we provide an excellent service.</p>	
<p>Date of next meeting:</p>	<p>April 2019 date to be arranged nearer the time</p>	