

PATIENT PARTICIPATION GROUP MEETING

DATE: 15th October 2014

VENUE: The Junction Surgery

ATTENDEES: Dr R Ali
Julie Sunderland - Practice Manager
Sue Holland – Community Matron
Mr David Born – Patient representative
Mr David Holmes – Patient representative

Also attended: Mr Jeremy Walker - Community Engagement & Development
Officer (Health) - Kirklees Council

Mr Chris Morris - Kirklees Council

Dr Ali opened the meeting and asked attendees to introduce themselves.

Julie offered apologies from the following group members:

- Eleanor Ritchie
- Eddie Sullivan
- Wendy Walker
- Andrew Oldroyd

Minutes from the last meeting were agreed as a true and accurate record of the meeting xxxxx

Mr Jeremy Walker attended with Mr Chris Morris from Kirklees Council to give a presentation around a new mobile App. that was being developed / piloted with Dalton Surgery. It was agreed that this app. would be a useful tool for enabling patients to access the practice more easily and also as a platform for signposting local services. The app had still to be finished but attending members agreed it would be something that the practice could embrace to improve access as it could be linked in to the EMIS clinical system.

TOR

Julie advised that she have provided a copy of the 'Terms of Reference' with each group members invite to the meeting, and enquired as to whether or not everyone was in agreement with these. The attendees confirmed they were happy with the TOR provided.

Action: Members to sign and return TOR to confirm acceptance.

1. Staff changes.

Julie outlined the staff changes that had taken place over the past six months. It was explained that it was expected that there would be some staff movement due to the retirement of the previous GP's. It was confirmed that Helen Fahey (practice nurse) has moved to another practice, the Healthcare Assistant had also moved on together with a couple of receptionists. Julie advised she was currently recruiting a nurse practitioner / part-time salaried GP in order to provide more capacity for patients.

2. National G P Survey – results.

Julie provided a copy of the national GP survey results which had been published on www.patient.co.uk website. These results reflected the 2013 / 2014 survey. A couple of the results were discussed and it was agreed there were areas to be improved. Members were advised they could obtain a copy of the results from the web-site.

3. Friends and Family Test – presentation.

Julie delivered a power-point presentation around The Friends and Family Test (FFT) which is currently being used in secondary care (hospitals). The FFT is a feedback tool which offers patients the opportunity to provide feedback about the care and treatment they have received. This will be a contractual requirement for all GP practices from 1st December 2014. She advised the presentation is available on the practice web-site www.junctionsurgery.co.uk under the Patient Group Tab.

4. Unplanned admissions

Dr Ali explained the new government initiative to help reduce unplanned admissions to hospital. He explained it involved looking at 2% of our registered population who are at high risk of being admitted to hospital, identified by a risk stratification software, and reviewing / discussing a detailed care plan for those patients. All patients would be contacted to advise them of their named care co-ordinator (GP) and given details of what provisions were to be put into place to help avoid a hospital admission such as anticipatory antibiotics etc.. It also allowed care co-ordinators to have 'advance care planning' discussions with elderly and frail patients who may not wish to go into hospital and may prefer to remain in their home / care setting and also discussions around resuscitation.

5. Electronic prescribing

Julie informed the meeting that in an effort to improve prescription services and provide more convenience for patients, the practice was looking into enabling electronic prescribing. This means that patients would be able to order their prescription either on-line, on the telephone, via the app (when available) or at reception as normal but rather than have to call and collect a prescription they would be able to nominate either a local pharmacy or online delivery co.(such as pharmacy2u, chemistdirect etc) and their prescription would be sent electronically to them. Patients would then be able to either collect or arrange delivery from their nominated choice. Further details are to follow once progress has been made on this.

6. Group members notice board.

Julie enquired into whether or not members would be happy to have a notice-board in reception with photographs of members on so that the practice could raise awareness of the group and in turn patients could see that the group was influential in improving services to patients. Attending members were happy for this to be implemented.

Action: consult non-attending members for their views on the notice board.

AOB

Mr Holmes advised that he and several other patients had encountered problems around booking appointments and being given incorrect information. Julie acknowledged that she was aware of the issues around reception. She explained that because there was no management structure in place prior to her employment, staff had not had the correct training around customer service and this could explain some of the difficulties patients were experiencing. She advised she had a comprehensive training package in place which will address patient complaints around receptionists. She advocated she wanted the Junction surgery to be the 'best in Huddersfield' and will endeavour to improve service and relations between the practice and its patients.

Item not raised at the meeting but for consideration:

The patient group should ideally be chaired by a patient representative. Members are asked to consider whether or not they would like to chair the meetings on behalf of the group and let Julie know so she can make the arrangements.