**PATIENT PARTICIPATION GROUP MEETING 31.5. 2016**

**MINUTES OF MEETING**

**Attended:** 8 attended

**Apologies:** 2

**Resignation**s none received

**Welcome new member** MC

**Minutes of last meeting** – agreed.

**Matters arising:**

**Appointments System and capacity issues**

GE explained how the current appointments system works and that patients needing to see a GP on the day will always be seen. It was pointed out by a member of the group that it is sometimes difficult to see a particular GP for an ongoing problem. GE acknowledged this and explained that the practice is continually looking at ways to improve its system including the use of the pharmacy first service

Patients can be directed to local pharmacies to get advice and treatment if required for minor ailments.

The Pharmacy First practice staff information sheet and patient leaflet will be sent out to the group.

JH also explained that the secondary to primary care shift of work also impacts on the service.

**Patient survey**

**Feedback from the group and aims and objectives to focus on in the future**

**What are we doing well and how can we improve?**

The group suggested the survey should be deferred and discussed at the next meeting.

**Improving access to appointments** – The Practice did trial a triage system. Although this did prove popular with some patients, it was underutilised and impacted heavily upon the availability of future face to face appointments.

The trial was reviewed and amended so that now we aim to have a third of GP appointments available to book up to five weeks in advance. Any patients needing to be seen for an urgent medical problem will always be offered an appointment the same day.

To increase our daily number of appointments all the GPs increased their appointments by one per session.

**Telephone Access** - The Practice is awaiting the arrival of a new telephone system. This will improve telephone access. Ongoing

**Network Meeting**

Next meeting 7th of July in Skipton.

**Reminder**

**Dementia Day / Awareness** - Keighley Memory Club meet at St Andrews twice a month. This is for both people with dementia and their carers. They also hold an over 50s is a drop-in centre and cafe that is open every Monday and Wednesday from 10am to 2pm.

**CCG Group Meeting:**

MH gave an update from the last public meeting of the AWC CCG

Update included

1. 4 new Dr’s have been elected to the board
2. Worries from the group were raised about future of the NHS

Note to the group to please read the last 2 summaries of the CCG’s public meetings

The notes from the meeting are attached

**Who to invite in to future meetings suggestions from the group**

Community Matron her role in the practice

Enid Feather self-care and new models of care

A representative from the mental health team

**Future Meeting Agenda Items**

1. Patient survey results
2. Progress of the new telephone system
3. Recruitment of new members for the PPG
4. Community Health Maps

**Next PPG meeting planned for Tuesday27th September at 5.15pm**.

Meeting closed at 6.45 pm.