**PATIENT PARTICIPATION GROUP MEETING 21.1.2014**

**MINUTES FROM THE MEETING**

**Attended:**

Patients

5 patients

Staff

Gillian Edwards Practice Manager, Sara Henderson-Flegg Assistant Practice Manager, Mary Page Medical Secretary, Dr Beth Devlin, Julie Horsfield Practice Nurse and Dr Babar Hussain GP Registrar

**Apologies:** 3 Patients

Minutes from last meeting agreed

No outstanding actions from the last meeting

**Patient Survey Results Action Plan**

It was confirmed that the results from this year’s survey have been added to the practice website and a paper copy is also available to patients in reception. The results of the survey were shared with members of the PPG prior to the January 21st 2014 meeting so that members of the group had an opportunity to consider what actions should be put forward for an improvement action plan.

Those areas identified by the group to be included in a practices action plan are as follows.

1.

The practice will audit the number of patients who currently have access to online services and will evaluate if the number of on line appointments is meeting demand. If an adjustment to the number of appointments is required then the number of appointments available to book on line will be amended.

2.

From the survey results it is apparent that patients are still having difficulty getting through on the phone at 8.30am.

The practice will promote advance booking by all means possible. Those that require a non urgent routine appointment in advance will be advised to ring after 10.00am. This will enable patients needing an appointment or visit on the day the ability to get through on the telephone more easily.

The means by which the practice will promote this are as follows:- .Practice website, newsletter, practice booklet, promotional campaign in reception, the patient call screen and a message on the counterfoil for those on repeat prescriptions. Patients will also be advised opportunistically by members of staff both clinical and administrative.

This action should decrease the number of calls coming through at 8.30am and improve access via the telephone for our patients.

3.

Members of the group raised concerns that from the survey results that it appears that patients in general are not aware of the extended hours offered by the practice.

The same as with action 2 extended hours will be promoted by the practice all means possible the same as listed above.

**The CCG Public Meeting Update meeting date 21st November 2013**

MY gave the group a comprehensive report from the meeting and provided a copy of the papers for the Ling House PPG file. The papers for the meeting and minutes are also available via the CCG website link below.

<http://www.airedalewharfedalecravenccg.nhs.uk/>

**PPG Network Meeting Update 9th January 2014**

JM attended on behalf of the group and gave a comprehensive report from the meeting which she made available to the group. A copy of her notes is attached.

**Care Data**

MY and CC raised their continuing concerns about the extraction of care data from patient’s records.

Gillian assured the group that the practice is taking all measures it can to inform patients about care data and how they can opt out if they do not want their data to be extracted.

**Chair and secretary required for the group**

No members of the group were willing to take on the role of chair on a permanent basis but the group agreed that they would take turns in chairing the meeting. PG kindly offered to chair the next meeting.

No offer from the group for the role of secretary. So the practice agreed to continue in this capacity for now.

**Duty Doctor and emergency appointments**

The group asked for clarification on emergency appointments.

Dr Devlin explained that patient’s requesting to be seen on the day are seen and no one is ever refused.

We have one doctor who covers emergency appointments each day. On exceptionally busy days other doctors assist and see patients in addition to their routine appointments. This is why we do not specify who patients will see if they have requested an emergency appointment.

**Date and time of next meeting:**

**Thurs 3rd April 2014 at 5.45pm**