PATIENT PARTICAPTION GROUP MEETING 06.12.16

MINUTES MEETING

Attended: Chair PG, MY, JA, GE Practice Manager, CF Secretary, JH Practice Nurse.

Apologies: AA, DR, BD

Welcome new member HJ

Minutes of last meeting - agreed

Actions from the last meeting still outstanding. Survey patients on their use of the new telephone system. GE

Increasing capacity and self-care – PG will contact EF the Self Care Lead at the CCG to look at organising an event at the practice early next year.

Community Matron – LP – to be asked to speak to patients about her role GE will ask LP for a date in January or February, preferably a Thursday when the group members will also be able to attend. GE will contact the group with a date once this is arranged. Invitations will be sent to Nursing and Residential Homes that Lucy does not currently visit and the event will be advertised in the waiting room, patients wishing to attend will need to give their name at reception as we may need to limit numbers to approximately 20-30.

HJ commented that she was not aware of the Community Matron when nursing a relative and would have appreciated the support of the Community Matron at an earlier stage GE will feed this back to the GP's.

Future Agenda Items – None provided by the group.

Who to invite in and suggestions from the group – PG suggested we concentrate on the 4 areas identified from the patient survey.

1. Increasing utilisation of Online Services – The practice currently has 8.5% of its patients registered to use Online Services. The target for this is 10% GE confirmed that some central support is available to assist in promoting the service and she will also contact the group with information on how they can volunteer to assist in a campaign to increase uptake of this service.

2. To increase membership of the PPG – The practice will continue to promote the group and group members will also try to encourage other patients that they know to join. GE will also investigate setting up a virtual group.

3. Patient's experience of the new phone system has been covered in an action from the last meeting.

4. Self- Care Event – has been covered in an action from the last meeting.

5. Network Meeting – PG gave an update from the last Network meeting, minutes are attached.

6. CCG Update – MY summary attached.

7. AOB –

North Street Surgery

GE updated the group on the situation regarding North Street Surgery and confirmed the existing provider is continuing to run the service from North Street but the Vale Street Surgery will close. Leading up to the decision for the practice to remain open Ling House was involved in discussions with NHS England about the possibility of 1600 patients being allocated to the practice and so that while negotiations were ongoing the practice paused its list (did not accept patients that already had a GP in Keighley but continued to register patients moving into the area as usual. GE confirmed that from the 1st of December the practice list was fully reopened. The practice is monitoring its registrations as there may be a risk that patients will opt to register at another practice due to the recent uncertainties at North Street. HJ asked if the practice could limit the number of patients registered and GE confirmed that the practice list has to remain open and cannot be closed.

CQC Update

GE shared the draft report from the CQC inspection on the 22nd of September. The report is very positive and the practice received an overall score of good. The practice has to respond to the CQC with an areas of inaccuracy within the report by the 7th of December. Once the final report is received this will be shared with the group and published on the practices Website.

Physio First Service

GE explained to the group how the Physio First Service works in practice. Patients with a musculoskeletal problem can be directed straight into an appointment with the physio by the receptionist. The physio assesses the patient and gives advice and the patient needs a full course of physiotherapy they are referred on for this. The patient information sheet was shared with the group. The service is very popular and well received by patients.

Nurse Team Update

JH the practices Lead Nurse updated the group on developments within the nurse team. Two retirements this year and one nurse reducing her hours has meant that the practice had to look to the future and recruit new nurses and a Health Care Assistant to the team. Due to the shortage of trained practice nurses, the practice made the decision recruit nurses from other nursing backgrounds and train them in the areas of Chronic Disease Management such as Diabetes and Asthma. One nurse has been with us for a year and has completed the Diabetes Diploma as well as other Practice Nursing skills and a second nurse is due to start with us at the end of January. We have also trained one of our admin team to become a Health Care Assistant.

Next PPG meeting 21st of March 2017 at 5.15.

Meeting closed at 7.00pm.